



Our Promise is to:-

“Take pride in our product quality, ensuring we deliver on our customers’ expectations.”



JOSEPH ASH LTD –POLICIES & PROCEDURES

OPERATIONAL PROCEDURE NO 9

Quality Policy

Objective

Without great quality, we don't have a business. JA Group's commercial strategy relies totally on offering the best galvanizing quality available in the UK. That means that we must never settle for anything less than our best, and that best must be continuously improved.

The purpose of the Joseph Ash Quality management system is to ensure that the products and services provided to our customers consistently meet or exceed their requirements and those of relevant British/International standards.

The Joseph Ash Group recognises the benefits of adhering to a structured management standard and also the importance of leadership and management commitment to quality in order to achieve the objectives detailed above.

The documented information contained within the management system shall be focussed on meeting the requirements of the standard and shall be appropriate to the nature, scope and purpose of the organisation.

The Joseph Ash Group will use this policy as a framework for setting and reviewing objectives and, in order to realize these objectives, the company shall make available adequate resources to promote and maintain best practice in quality management.

Commitments

- We are committed to an approach to quality management that encompasses a focus on continual improvement and thorough assessment of arising risks and opportunities faced by the business.
- We endeavour to maintain a strong customer focus and ensure a factual approach to decision making through a thorough understanding of the needs and expectations of all interested parties.
- We recognise the importance of involving key people throughout the effective management of quality and of ensuring a high level of competency through systematic training and reviews.
- We take all practical steps to ensure that the product is 'right first time' but, where non-conforming products are identified, these are formally recorded and suitable and adequate actions taken to prevent re-occurrence.

Reviewed: 11th August 2022

Issue 2:- 1 May 2021

Next Review: 11th August 2023

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- We will achieve and sustain a mutually beneficial relationship with suppliers and customers and shall accurately measure customer perception/satisfaction so as to meet the customers’ expectations.

Communication

The content of this policy will be communicated to all employees, who will familiarise themselves with its content and comply with the quality procedures in operation. Employees should also bring any opportunities to improve quality performance to the attention of the relevant Manager.

Review

The Joseph Ash Group operates a Quality Management System in accordance with the requirements of BS EN ISO 9001:2015 and shall review the content of this policy and the management system as a whole both annually or in response to any significant event.

A handwritten signature in black ink, appearing to read "Stuart Whitehouse".

Stuart Whitehouse
Managing Director