

## 5.2 Policy

### COMPANY BACKGROUND AND QUALITY POLICY STATEMENT

European Doorsets was formed in 1990 and is owned by its management. The company manufactures bespoke doors, doorsets and related products including fire doors for the UK construction industry. The company's success has been and remains attributable to a firm commitment to quality, along with the excellent team of staff who contribute to daily workings.

It is the policy of European Doorsets to provide its customers with a high-quality service and product and to meet contractual specifications and requirements. Where applicable, these services will conform to relevant National and International Standards, and applicable statutory regulatory requirements or industry specific standards. European Doorsets are now working to the new ISO 9000:2015 standard.

The corporate objective of the company is to provide the highest possible level of service to our customers through;

- The manufacture of products on time, on budget and to a quality standard which meets customer expectations.
- Provision of flexibility to suit customer needs.
- Dealing quickly and efficiently with customer concerns at all stages of manufacture.
- Provision of safe systems of work through instruction, equipment and training.
- By ensuring the companies employees are competent to carry out their work.
- The company also strives to continually improve its products, services and processes to enhance customer satisfaction.

The Quality Policy is measured and reviewed through the quality objectives which are themselves set and reviewed by the Directors and Senior Managers on a regular basis at annual management reviews. The implementation of the quality policy is the responsibility of every member of staff. Top Management is responsible for maintaining the implementation of the quality policy.

The Quality Assurance and Procedure Manuals are dynamic documents, which describe in an appropriate level of detail the policies, procedures and operating practices to be followed. It is mandatory that every member of staff must be familiar with the Quality Policy and the detailed procedures and practices which are applicable to their area of work within the company. A copy of this Quality Policy and the Company

Objectives statement is available to all employees via our corporate intranet and external bodies via our website.

Quality objectives will be set and regularly reviewed as part of the quality management system and are documented within the company intranet.

The procedures database list every procedure we have in place, with every form related to the specific procedure. The Procedures are saved on Company share and every employee has access to them, they are all in read only mode and cannot be changed. Each procedure is given a version number and the date each version was produced.