

## QUALITY POLICY

Our vision to **'be the leading expert in dry construction'** our goal of **'providing the best solutions for our customers'** and our value of **'passion for excellence'** requires a devotion to quality at every level of the organization to ensure that all customers' product and service requirements are met in full.

The company will maintain a documented quality system as the means of controlling and improving all processes relating to quality and communicating quality requirements throughout the organization.

**Quality is everyone's responsibility.**

**We will ensure that:**

- A quality organization is maintained, to include Quality Committee and Quality Coordinator, to ensure that customer requirements are clearly understood, validated and communicated
- A Quality Performance Plan operates, to ensure full conformity of products, systems and services to customer requirements, standards and regulations
- Specifications are observed at all stages of manufacture and service provision
- Quality Procedures and Work Instructions are followed at all times
- All necessary steps are taken to ensure the satisfaction of internal and external customers in all market segments
- The executive management will make sufficient resources available to ensure continuing effectiveness of the quality system and its compliance with the requirements of EN ISO 9001. All employees will undergo training to promote a culture of quality leadership in our markets
- Management will use the quality system as a framework for the continuous improvement of products, processes and services. Measureable objectives will be defined in key areas and company performance towards these targets will be evaluated and communicated
- The executive management will review the quality system at least once annually to ensure that it remains aligned with the Quality Policy and effective in creating value for stakeholders and promoting competitive advantage.



**Neil Ash**

Managing Director of Etex Building Performance Limited

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