

GRADUS

QUALITY POLICY STATEMENT

As a market leader in contract flooring accessories Gradus Ltd is committed to supplying a market leading product and a service that meets the specified requirements and expectations of our clients, within budget and on time.

We will achieve this objective and strengthen and expand our market scope, by focusing on quality, design and performance. All personnel will be involved in the continuous improvement of our products and services and therefore share in the responsibility for quality.

Whilst aiming to provide the high quality standards expected we must recognise that the quality of goods purchased from our suppliers are of great importance. We shall therefore expect a similar commitment to high quality standards on their part.

In order to provide the best possible service the company has set the following quality objectives:

- Working closely with our customers to improve our quality of service and customer satisfaction, whilst sustaining financial performance.
- Developing innovative new products, markets and applications which accelerate growth beyond that of the core business.
- Maintaining quality records from inspections and audits and reviewing our quality achievements in-line with the requirements of ISO 9001:2015.
- Streamlining the business by ensuring efficient use of materials and resources, whilst eliminating waste wherever possible.
- Developing close working relationships with our suppliers, so that they understand our quality requirements and so that we understand theirs.
- Continually developing the expertise, professionalism and integrity of our people.
- Involving all personnel in the continuous improvement of the business.
- A commitment to continually improve the effectiveness of the quality management system by establishing these objectives and recommending improvements at management review meetings to maintain our ISO certification.

Performance against these objectives is measured with the results regularly reviewed to ensure ongoing effectiveness and applicability.

The achievement of our objectives will not only contribute to our Client's satisfaction, but will also enhance the wellbeing of the company and our employees.

The operation of this policy will be monitored by a close revision of its stated procedures with current practice on an annual basis by the directors and management of the company. In addition, this policy will be displayed at each office, site and workplace for inspection by all employees. All employees will be made aware of any changes to this policy.

Signed:



(Steve Watt, Managing Director)

Date:

4/12/17

Revised:

June 2017

Revision Due:

April 2018