



## Quality Policy

The policy of Whitehall Fabrications Ltd is to provide the highest level of workmanship and quality, which will be a guarantee to our customers that the products and service they receive from us will be acceptable and will meet their expectations.

It is the express objective of the company to consistently meet customer requirements and meet applicable legal obligations. Our vision is to become the UK's leading solid surface specialist, based on quality and service. Right first time every time. Suppliers and contract delivery services are carefully selected and every member of the company is aware of our commitment to quality assurance.

This policy considers the context of the organisation and aligns the Quality Management System with the strategic direction of Whitehall Fabrications Ltd, providing a framework for setting employee-established quality objectives and defined responsibilities for their delivery.

Customer satisfaction is enhanced through the effective application of the Quality Management System, including processes for the continuous improvement of the system and the assurance of conformity to customer expectations and legislation. Products and services are improved through quality management, involving all members of our organisation.

Clear employee roles, responsibilities and training ensure we maintain the required skills and competence levels across the team. Key activities are documented within our management system to control and mitigate quality risks and maximise business opportunities.

The Operations Director is responsible for communicating the Quality Policy to all employees working for Whitehall Fabrications Ltd.

Managing Director

*Mike Greenwood*

*18<sup>th</sup> August 2022*