

## Quality Policy

It is the policy of the organisation to maintain our ISO 9001 registration, update the range of products and produce them to the required standards with a reliable service and a competent management structure to ensure customer satisfaction by;

- Reviewing objectives through continual improvement, customer feedback via audits and Key Performance Indicators.
- Fostering a greater sense of ownership and commitment amongst all staff.
- Ensuring all employees are aware of their personal responsibility to deliver quality, fit for purpose products for their internal and external customers.
- Investing in training to ensure that our employees have the necessary skills.

We will also:

- Consider the needs of all employees, customers, suppliers, neighbours, legal representatives and stakeholders in the organisation.
- Ensure it is clearly understood that we'll not allow Quality to take second place behind cost or schedule. All employees must highlight decisions, actions or situations where they think quality could be compromised.

Management is responsible for making judgements, decisions and assessing their consequences. This policy is supported by all levels of management within the organisation. Therefore, complying with the Quality Management systems, its policy and procedures are mandatory to all employees.



**Mr. Steve. Crawley**  
Managing Director  
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