

QUALITY POLICY

Tegrel has developed an Integrated Quality Management System based on the requirements of BS EN ISO 9001:2008. The company places high emphasis on continually improving its processes and products to exceed the requirements of customers. Tegrel adopts the culture of continuous improvement with the aim of:

- Continually adding value to processes and all aspects of the business
- Providing high quality products and service to fully satisfy customer requirements
- To deliver correct, defect free products to our customers on time and within budget

As part of an ongoing process to achieve these aspirations we have set objectives for product quality including:

- Reduction of rejected product
- Reduction in the number of customer complaints
- Increasing the level of customer satisfaction

Specific objectives and targets are established and reviewed at the regular management review meetings. The company uses training of and communication to all employees to ensure this policy is understood and implemented.

As Managing Director I am fully committed to ensuring the implementation of and continual improvement of this quality management system.

The Quality Policy is a live document, and is reviewed at regular Management Review meetings.



W B Hamilton
Managing Director

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