

## **QUALITY POLICY**

*As Managing Director of James's Street Steel Manufacturing Ltd., I, Sean Kavanagh acknowledge responsibility for the quality of product and service that this company provides to our customers.*

*Our company aims to be known within the industry as a leader in terms of quality of product and quality of service. Product quality is regulated by our commitment to adhering to our Quality System Management Manual and complying with the relevant British Standards, CARES requirements and our customer specific requirements.*

*The company is certified by CARES for:*

***Processing of steel reinforcement to BS 8666 and BS 4466.***

***Stocking and distribution of BS 4449, BS 4482 and BS 4483***

*We have satisfied CARES that we operate a Quality system that complies with the requirements of BS ISO 9001 2015 and we are committed to maintaining this standard.*

*Our company will only accept and undertake contracts which have requirements that are compatible with our expertise and established business activities.*

*All processes and procedures will be undertaken as described in our Quality Management System Manual. All current employees will be made aware of this manual and the trained in the sections relevant to their employment. All new employees will be made aware of this Quality Policy on induction will receive training and instructions on our Quality System Management System.*

*Quality objectives are determined, set, and reviewed during management reviews.*

*Quality Objectives currently measured are:-*

- 1. To monitor the instances of non-conformities discovered in the daily routine inspection (40 daily checks) to BS8666:2005. The instances will be measured against that total tonnes of cut/bent material produced in each calendar year. The objective will be to reduce the instances year on year.*
- 2. To monitor the instances of customer rejections/complaints received. The instances will be measured against that total tonnes of cut/bent material produced in each calendar year. The objective will be to reduce the instances year on year.*

*I am committed to continually improving the effectiveness of our quality management system.*



Sean Kavanagh