

QUALITY POLICY

It is the policy of the organisation to provide a range of products, which meet the requirements of its customers, meet applicable European or International standards and meet delivery schedules on-time at the agreed price. All work is carried out in a cost effective and timely manner, and in accordance with the highest professional standards aiming for continual improvement and customer satisfaction through the involvement and participation of all levels of management, staff and other interested parties.

A policy for quality conforming to the requirements of ISO 9001:2015 has been established to ensure that it:


- Is appropriate to the purpose of the organisation, the expected level of customer satisfaction and the needs of interested parties.
- Includes a commitment to meet the requirements and to continual improve.
- Has the resources needed and the contribution of external providers, stakeholders and partners.
- Provides a framework for establishing and reviewing Quality Objectives.
- Demonstrates top management commitment and ensures the Quality Objectives and Strategic Direction are communicated, understood and implemented at appropriate levels of the organisation.
- Is regularly reviewed at the management review meeting for suitability and effectiveness addressing continual improvement and customer satisfaction.

The Directors and Senior Management Team are ultimately responsible for making balanced judgements and taking decisions. In arriving at such decisions, the quality and personal integrity of staff are of fundamental importance. In this context, all effort is made to ensure that each person in the organisation understands that quality assurance is important to their future, know how they can assist in the achievement of adequate quality and are stimulated and encouraged to do so.

We are an environmentally friendly company with a focus on using less material, using less energy, avoiding hazardous substances and have implemented a programme of recycling without increasing our overheads or costs to our customers. Additionally, we have had the opportunity to review our Health & Safety policy with the move to a new building and have created a safer, more pleasant working environment for everybody to benefit from.

We have implemented the 5S systems to improve our overall performance and ensure that every part of our organisation is tidy, arranged ergonomically, efficient and capable of repeatable quality output.

This policy is approved by the undersigned and is supported by all the levels of management within the organisation. All personnel shall be guided by the contents of the Quality Management System and no deviation from the methods and procedures set down shall be permitted.

Signature: 

Position: **General Manager**

Date: **30th November 2017**

Stontronics Ltd

Chancerygate Business Centre
Cradock Road
Reading
RG2 0AH
United Kingdom

t: +44 (0) 118 931 1199

w: www.stontronics.com

e: info@stontronics.co.uk