

# James Johnson & Co Ltd

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IMS Manual	Version:	2
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## Appendix A1

### QUALITY POLICY

The company's objectives are to provide high quality service to its customers, whilst achieving a sustainable profit and developing its employees.

Our clients perceive us to be high quality manufacturer, principally working for main contractors.

In all of our work, the management seeks to enhance the company's reputation as a manufacturer of the highest quality joinery products, which are delivered on time, to specification, and in which long established clients are valued.

The Quality Assurance policy of the company is to manufacture products and service in accordance with their technical and commercial requirements to the highest possible standards and practices. Specifically this means:

- Working to build a relationship of trust between the company and its clients in order to enhance levels of 'repeat' business.
- Recording their requirement accurately and providing quotations promptly.
- Manufacturing to quality standards to meet their expectations fully.
- Continually improving the service we offer our clients

In order to achieve these objectives the company maintains and operates a Quality Management System in accordance with its Quality Manual.

All employees understand the importance of maintaining high levels of performance and work within the procedures laid down by the Quality System in order to ensure that an efficient and effective service is provided.

The Quality Management System is designed to comply with International Quality Standard ISO 9001:2008 for joinery manufacture. The responsibility for the implementation, operations and control of the Quality Management System is held by the Joinery Director, who fulfils the role of 'management representative' and report directly to the main board of the company.

(Signed) Managing Director..... Date.....