

# QUALITY MANAGEMENT SYSTEM



## QUALITY POLICY

**QMS03**

**Revision: 2**

**Date: 23/12/19**

**Page 1 of 1**

### Vision:

To be the best specialist stockholder, processor and distributor of ferrous and non-ferrous material in all semi-finished forms.  
To meet and exceed our customer's expectations on quality, delivery, products and services.

### Mission:

To be the first-choice supplier of ferrous and non-ferrous material in all semi-finished forms to customers worldwide.

### Aim:

Our aim is to achieve excellence in all areas: -

This will be achieved by building a quality service culture where measurable continuous improvement is a key element of working practice and where all employees believe in the importance of their personal contribution.

- Strive to work with our key suppliers to provide world class products and services.
- We will communicate with our customers within agreed timescales.
- Invest in our personnel to ensure they are fully competent to carry out their work and to make them aware of all quality issues.
- Operate in line with ISO 9001:2015 with a commitment at top level

### Company Business & Quality Objectives:

Business Objectives to ensure continuous improvement shall be determined and agreed at regular management review. The company shall communicate these objectives to all employees and monitor its performance to these objectives.

**Eva Brunson**

General Manager

### AMENDMENT RECORD:

Issue Level	Amendment Details	Approved By	Date
1	New document replacing ACA/FM001/Rev2	Glenn Privett	29/11/2017
2	Change of management	Eva Brunson	23/12/2019