



8.0 Quality Policy Statement

ISO 9001 ref: 5.2

Quality Policy Statement

Concept Balustrades Limited are committed to satisfying our customer's needs by supplying products and services with the agreed level of reliability, maintainability, and functionality, delivered on time and competitively priced to meet the requirements of EN:1090 and BS EN ISO 9001.

We recognise that the contribution and responsibility of all our staff working as individuals and together is necessary to meet our commitment to quality and customer satisfaction.

Quality Objectives are set and shown at the beginning of each Operating Procedure in order to set a framework for the procedure content and to be able to assess compliance and if improvements are required.

In order to continually meet and improve our quality commitment, Concept Balustrades will continue to encourage internal suggestions for improvement and be a Quality driven, customer focused company.

Grant S Smith

Managing Director

Concept Balustrades Ltd.