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Process Owner	Matt Davies	Position	Director of QESH



Robinson Manufacturing Limited

QUALITY POLICY STATEMENT

Robinson Manufacturing Limited (RML) are 'roof truss & floor joist specialists' who provide the following services:

- Specialist projects involving design and development.
- Trusses, floor joists, i-beams, metal web joists, glulam beams and spandrel beams
- Delivering prestige projects

With headquarters in Wellingborough and a further six sites throughout the UK, RML operates on a UK basis.

RML client base covers the whole spectrum of the construction industry - including main contractors. In addition, specialist expertise has supported the development of an excellent reputation within sectors including:

- a. Private developments
- b. Commercial developments
- c. High precision manufacturing and
- d. Reliability manufacturing

Our dedication in offering and delivering top class services has provided us with a first-class portfolio. It is our prime objective to ensure that this remains the case and commits us to continual improvement and development within the business.

To achieve this, we determine business and internal objectives, which are published and communicated to all members of staff and associates. Progress towards achievement of these objectives is regularly reviewed to ensure that commitment is maintained, and targets are achieved.

Objectives

We set appropriate quality objectives and targets as part of our business management system and develop a culture that prioritises continuous improvement. As part of this process, we are committed to understanding the risk and opportunities which need to be addressed to give assurance that the business management system can be effective in achieving these objectives.

RML makes a commitment to the following objectives:

- The management team are committed to maintaining compliance with all contractual, statutory, regulatory, and legislative requirements.
- RML will determine the needs and expectations of interested parties affected by our operations, with an emphasis on compliance objectives, in the service of customer satisfaction.
- Our individual processes will be structured into a business management system that meets the requirements for BS EN ISO 9001:2015.
- To develop a full understanding of the customer requirements. Be responsible and accountable for reviewing those requirements and obligations to the customer to ensure our capability to deliver. We will take a disciplined approach to ensure that quality objectives, customer requirements and statutory obligations are fulfilled.

BS EN ISO 9001: 2015 is a comprehensive system which covers all client requirements and expectations, in addition to meeting the Company's operational objectives.

Implementation of this policy is through the use of process focused procedures, which are monitored on a regular basis by internal management. In addition, the system is reviewed annually by a UKAS accredited assessment authority.

Sam Gartside CEO

Matt Davies: QESH Director