



Management System Manual QUALITY POLICY STATEMENT

It is the intention of Specialist Panels UK Limited to supply products of the highest standards in accordance with sound practice having concern to the customers expectations and quality requirements. To this end Specialist Panels UK Limited has established a Management System to satisfy the requirements of BS EN ISO 9001:2015.

In our view this is a sound commercial practice and also recognises the increasing legislation covering 'Fit for Purpose' and performance of products.

The system will regularly be reviewed via both in-house and independent audits to ensure its continuing suitability and effectiveness.

It is the Policy of the company to use trained personnel, operating with correctly maintained tools and calibrated equipment in the performance of their duties to satisfy the needs, goals and expectations of our customers.

All employees within the Company are involved in the Quality of the product supplied, whilst it is the management's role to set the objectives of the company, participation of all staff is vital to the Company's reputation.

All employees have access to their personal files, providing reasonable notice is given. The files of ex-employees are kept at Head Office for six years in order to meet the requirements of the Inland Revenue and Statute of Limitations. The files are then either mechanically shredded or incinerated under the supervision of the Company Secretary.

The management of the company is committed to creating an environment of working where all personnel are committed to achieving excellence in quality.

The overall responsibility for the implementation and maintenance of the management system has been delegated to the management representative who has special responsibility to co-ordinate the effort necessary to maintain this System throughout the company.

Specialist Panels UK Limited are committed to a continuous review process in order that current regulations and customer requirements are met or exceeded. We have in place efficient and effective actions to be taken when customer complaints and non-conformances are identified

We will conduct regular reviews of performance, reviewing and setting quality goals and objectives to become proactive in our approach to future improvements.

All personnel employed by the company will be suitably trained in the skills necessary to satisfy this policy. This policy and the resultant Management System has been agreed by the Management and will be followed by all personnel.

Signed
B. Camp
Director
November 2017