

PCP Gratings Ltd: Quality Policy Statement

We aim to continually improve the products and services we provide to meet our client's requirements and to produce finished work of which we can justifiably proud.

We aim to achieve the above by implementing a quality management system that complies with the international standard BS EN ISO 9001, BS EN 1090-1 and BS EN ISO 3834. We commit to meet the requirements of our clients and applicable legal and regulatory requirements. We also commit to the continual improvement of the system and to ensuring it remains effective.

Achievement of this Policy involves all staff and they are individually responsible for the quality of their work. The company provides training and has established systems to assist all personnel to achieve the standards required. While we endeavour to produce work and offer a service that we can be proud of, we have to recognise that we don't always achieve our own standards. When a customer complaint is received, we are committed to investigating the complaint and will do our best to put right all justified complaints.

The policy, organisation and procedures necessary to achieve the necessary requirements are described in our quality management system.

PcP Gratings Ltd is responsible for monitoring the quality system and reports regularly to the Senior Management team on the system's implementation, status and effectiveness.

The objectives of the company are set out in the Management Manual. Achievement of our objectives is supported by our Procedures and Work Instructions. Objectives for individual jobs are to carry out the works to the satisfaction of the client and in accordance with the contract as agreed with the client.



Peter Webster

Managing Director

14/01/2020