

Roberts & Prowse (Swindon) Ltd are committed to provide high quality services and fabrication work to meet customer requirements and satisfaction.

In order to achieve our objective, the Company will maintain an effective and efficient Quality Management System and are committed to satisfy all applicable requirements of the ISO 9001:2015 and BS EN 1090 applying to structural steelwork.

In particular, the Company will:

- Set measurable objectives that will help achieve customer requirements, including:
- Maintaining skills within the company to enable it to meet all requirements.
- The maintenance of full traceability of materials to CE marked standards where applicable.
- Monitor and measure the effectiveness of its business processes and objectives through Management Reviews and the internal audit process.
- Proactively seek feedback from customers on how well its products meet their requirements and set objectives for continual improvement.
- Analyse the causes of any complaint or problem, and take appropriate action to prevent recurrence.
- Select and work closely with suppliers who enable the Company to create and deliver a reliable performance.
- Recruit employees who are customer focused and support them with appropriate training and systems to ensure their competence always meets the Company's requirements.
- Provide a work environment that promotes the wellbeing of its employees and encourages positive teamwork.
- Encourage all employees to identify problems and make suggestions to improve all aspects of the Company's products, services and business processes.
- Ensure that all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System.
- Ensure that the Company complies with all necessary regulatory and legal requirements.

Roberts and Prowse are committed to the continual improvement of our Business and Quality Management System and must be supported by all employees as an integral part of their daily work.

A handwritten signature in black ink, appearing to be 'M. J. P.', written over a horizontal line.

Signed:

Date: 6TH September 2023
DIRECTOR