

## Quality Policy



The Policy is reviewed during the Management Review to ensure “fitness for purpose”

It is available to all staff as well as interested external parties on request.

It is the objective of APiC UK Limited to provide product and service levels within the commensurate with the expectations of staff, customers and other interested parties affected by our operations within the Design, Fabrication & Installation of Aluminium & Steel Windows, Curtain Walling, Doors, Roof Glazing and Structural Glazing Systems . In order to achieve this, the company has developed a Quality System based on the clauses of ISO 9001 and utilising the eight principles of management:

### **Customer Focus:**

By effective communication and review of service levels by monitoring internal and supplier performance based on all types of stakeholder feedback or complaints.

### **Leadership:**

Providing the necessary authority level, expertise, training and competency to ensure that senior staff is able to manage the customer requirements, staff expectations and the business needs.

### **Involvement of People:**

The quality ethos is communicated, understood and implemented throughout the company by staff communication and development in meeting requirements and continual improvement for all levels of the company.

### **Process Approach:**

To ensure that the company provides and maintains a safe and healthy working conditions, equipment and systems of work for all our employees, and to provide such information, training and supervision, as they need for this purpose.

### **System Approach to Management:**

The planning, review and improvement of resources, staff, plant and product to ensure that customer expectations can be achieved.

### **Continual improvement:**

By the measurement and monitoring of processes and product to facilitate the implementation of corrective, preventative and improvements framework for establishing and reviewing quality objectives.

### **Factual approach to decision making:**

The suitability and effectiveness of policies, objectives and service levels using the necessary review tools including audit, competency review, skills analysis and risk assessment in decision making.

### **Mutually beneficial supplier relationships:**

Building the necessary working relationships with suppliers and sub-contractors to achieve the required contractual service levels.

The management and staff are committed to the pursuit of total customer and interested party satisfaction through the clear understanding of expectations and requirements. The Company Quality Standards reflect and conform to the goal of ensuring defect free work and products on time every time.

The Managing Director has the responsibility for co-ordinating the company Quality Management System, by the implementation of specific checks and audit routines as necessary, to provide feedback information and will instigate preventative and corrective action as required.

A handwritten signature in black ink, appearing to read 'S Tycker'.

**S Tycker**  
**Managing Director**