



QUALITY POLICY STATEMENT

The management and personnel of I E Bolt & Nut (2012) Ltd are committed to provide a high quality service in the area of Quality Management by continuously improving client service, human resource management and company operations.

Total customer satisfaction via an efficient and swift supply of customer requirements for a fair price is the company's primary objective.

Recognising, understanding and evaluating customer needs and trying to exceed them is crucial to achieving the primary objective.

Top Management are committed to:-

- Efficient operation and continual improvement of I E Bolt & Nut (2012) Ltd performance and the Quality Management System. To this end quality objectives are set and measured to facilitate effective and efficient reviews.
- Develop competence, providing training and supervision of employees.
- Providing adequate resources and training needed to continually improve the effectiveness of the Quality Management System.
- Develop, operate and maintain a Business Management System which incorporates Health, Safety, Environment and Quality Assurance.
- Ensuring the Quality Assurance aspect is developed to meet the requirements of ISO standard ISO 9001 as well as all statutory and regulatory requirements applicable to I E Bolt & Nut (2012) Ltd.

I E Bolt & Nut (2012) Ltd are committed to meeting and exceeding these requirements to secure a prosperous future and set a unique standard for others to follow.

Top Management will take into consideration the views of interested parties and the effect the organisation's activities have upon the environment.

In fulfilling the above Quality Policy, Top Management recognises the importance of its suppliers and will work with them to improve the quality of their services.

The success of this policy is monitored, controlled and improved through the element of the business processes such as internal audits, management reviews, corrective/preventive actions, training and supervision.

Each employee will be made aware of the importance and contents of this Quality Policy and be encouraged to contribute to the success of the Quality Management System.

This policy will be reviewed at least 12 months after date of issue.

Signed: Philip Hill - Managing Director

Date: 8th June 2018