



Pegler Yorkshire

Policy Statement

Pegler Yorkshire commitment to Quality

It is the policy of the Pegler Yorkshire Group to provide a range of products and services that meet or exceed the requirements of its interested parties.

A key way to achieve this is by operating a Quality Management System (QMS) in accordance with the requirements of **ISO 9001:2015**

Top management is committed to:

- Satisfying applicable requirements by ensuring that customers and applicable statutory and regulatory requirements are determined, understood and consistently met.
- Continual improvements of the QMS by ensuring that risk and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.

Top management:

- Take accountability for the effectiveness of the QMS
- Ensure that quality policy and quality objectives are established for the QMS and are compatible with the context and strategic direction of the company. Quality objectives have been set and are maintained as part of the QMS internal auditing, monitoring and management review processes, in order to enhance customer satisfaction.
- Promote the use of process approach and risk based thinking.
- Ensure that the resources needed for the QMS are available, including training, support and encouragement.
- Communicate the importance of effective quality management and of conforming to the QMS requirements.
- Ensuring that the QMS achieves its intended results.
- Engage, direct and support persons to contribute to the effectiveness of the QMS.
- Promote improvement activities.
- Support other relevant management roles to demonstrate their leadership as it appears to their areas of responsibilities.
- Establish partnerships with suppliers and interested parties to provide and improved service.

This policy will be communicated to all employees and organisations working on our behalf. Employees and other organisations are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, other, or the environment.

This policy will be reviewed annually by top management and where deemed necessary will be amended and re-issued.

This policy is available to relevant interested parties, upon reasonable request.

Craig Malloy
Business Unit Director

12th June 2018