

## QUALITY POLICY

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It is Steel Mains policy to offer and deliver to the customer, in a timely manner, reliable and value for money products, of good appearance, consistent with the needs of users - products of which we can be proud.

It is the responsibility of each manager/supervisor to implement this policy in the area of business activity for which he/she is accountable.

Specifically, it is Steel Mains policy to:

- Promote product quality and service standards as being the responsibility of each and every employee;
- Establish and maintain a high degree of quality awareness at every level in the organisation, and encourage individual initiative in achieving product quality;
- Understand customer requirements fully and ensure commitments made in regard to design, function, reliability, appearance, quantity and delivery are achieved;
- Establish product quality at the earliest stages of design, and maintain these standards during manufacture, stocking and delivery of the product;
- Ensure compliance with the relevant standards prescribed by external bodies;
- Respond constructively and promptly to product quality and service Complaints, ensuring that lasting and relevant remedial action is taken;
- Continually measure and improve quality performance and display to employees appropriate indicators of this performance;

**Where there is conflict between the principals of this policy and a need for reduced cost, increased savings or the attainment of short-term demands, we will decide in favour of product quality, performance and reliability.**



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DEAN CONNELL  
CHIEF EXECUTIVE OFFICER