

# QUALITY POLICY

Had-Fab is a family owned steel fabricator who specialise in the design, fabrication and installation for the electricity, construction and other industries in the United Kingdom and throughout Europe.

The modern machinery and infrastructure ensures that the company has the capacity to meet all customer requirements, large or small, and also enables the company to produce a broad range of steel and aluminum substation structures, radio and transmission towers and other fabrications.

Our vision is to continue to develop our business so that we can provide our customers with a safe and environmentally responsible quality designed product and an installation service that both anticipates and meets the customers' needs and expectations.

The purpose of our Quality Policy is to maintain an effective management system (MS) that meets customer requirements and achieves high levels of customer satisfaction by:

- Investing in the latest design software and computer-controlled equipment
- Developing close relationships with local suppliers, galvanizers and hauliers
- Providing specialist design services
- Improving stock management, control and facilities
- Providing trial assembly facilities
- Developing relationships with our customers
- Continually monitoring and analysing performance to identify process improvements
- Being committed to the competence, development, professionalism and health and safety of our employees
- Listening to our staff, recognising their achievements, giving praise and maximising their potential
- Committing to continually improving the effectiveness of the MS and the elimination of complacency and errors
- Learning from experience, correcting mistakes and preventing future problems, complaints and non-conformities

Had-Fab will also ensure the implementation of and adherence to a framework of policies, procedures and processes that comply with the requirements of BS EN ISO 9001:2015 and associated industry codes, statutory and regulatory requirements.

The Managing Director is responsible for establishing and implementing adequate quality arrangements within Had-Fab. All staff are expected to adhere to the above policy.

The Quality Policy is supported by Health, Safety and Environmental Policies. This policy will be displayed at our main office and will be distributed to clients, suppliers or any person, group or organisation on request.

Signed: ..... MD

Date: 3/3/2020

**Next Review – Mar 2021**