



Quality Policy

Had-Fab Ltd are a family-owned specialist steel and aluminium fabricators for the power transmission and distribution sector, civils & infrastructure, rail and other industries and other industries in the United Kingdom and worldwide.

Our modern machinery and infrastructure ensures that Had-Fab Ltd has the capacity to meet all customer requirements, large or small, and enables us to produce a broad range of steel and aluminium 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 cutting-edge design software and computer-controlled equipment
- Fostering close relationships with local suppliers, galvanizers, and hauliers
- Providing specialist design services
- Enhancing stock management control and facilities
- Providing trial assembly facilities
- Nurturing 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, rectifying mistakes, and proactively preventing future problems, complaints, and nonconformities

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 Ltd. All staff are expected to adhere to the above policy.

The Quality Policy is supported by Health, Safety and Environmental Policies. A copy of this policy will be made available to all interested parties, on request and communicated to all persons working under our control.

Signed:  (Managing Director)

Date: 19/02/2024

Next Review – February 2025