



Brownhills Glass Company Limited

Beecham Close, Aldridge, Walsall

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QUALITY POLICY

It is the policy of Brownhills Glass Co Limited to maintain an integrated business management system designed to meet the requirements of ISO 9001:2015 (or any other standard in line with Annex SL Structure) in pursuit of its primary objectives, the purpose and the context of the organisation.

It is the policy of Brownhills Glass Co Limited to:

- Give satisfaction to all of our customers and other stakeholders and interested parties whenever possible, meeting and exceeding their expectations;
- Comply with all relevant legal and compliance obligations, approved codes of practice and all other requirements applicable to our activities products and services;
- Provide all the resources, equipment, trained and skilled staff and any other requirements to enable these objectives to be met;
- Ensure that all employees are made aware of their individual obligations in respect of this quality policy. This will be achieved by display of the policy and regular communication of the results on the works notice boards. The Policy is available to externally interested parties via our website.
- Maintain a management system that will achieve the objectives and seek continual improvement in the effectiveness and performance of our management system based on "risk".

This quality policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training at the induction phase, to ensure awareness and understanding of quality and its impact on customer service and of the products or service in which we provide.

To ensure the company maintains its awareness for continuous improvement, the quality system is regularly reviewed by "Top Management" at the Management Review meeting to ensure it remains appropriate and suitable to our business. The Quality System is subject to both internal and external annual audits.

Matthew Bate – Managing Director

Next Review date 13th October 2022