

QUALITY POLICY

The Directors of Harley Curtain Wall Ltd appreciate the importance of being customer focused and fully understanding customer requirements. Our company history testifies that such an approach leads to a successful project and satisfied customers.

However, no business can stand still and it is vital that improvements are made if the company is to continue meeting the requirements of the customer in a competitive environment. To enable the company to do this, a quality management system is being developed that meets the requirements of ISO 9001:2000 and all staff are actively encouraged to work and develop within the framework that it provides, resulting in benefits to the individual, the company and the customer.

To ensure that the quality processes within the management system continue to improve and provide a framework for delivering consistent quality standards, the following actions will be taken to ensure a high level of customer service and satisfaction:

1. the effectiveness of the management system will be monitored, reviewed and continually improved.
2. quality objectives will be established, communicated and periodically reviewed.
3. the requirements of every project, including statutory and regulatory requirements will be completely understood, from the tender stage through to final inspection and handover to the customer.
4. the development of staff and operatives will be monitored and training given so that responsibilities are properly discharged.
5. the performance of suppliers and partners will be monitored and reviewed.

This commitment to quality throughout the company will lead to continual improvement. All staff members and operatives are encouraged to have an active part in developing and improving the quality management system and by so doing will result in benefits to the individual, the company and the customer.

Ray Bailey
Managing Director
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