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Quality Policy

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MANAGEMENT COMMITMENT & CUSTOMER FOCUS

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Quality Policy Statement

J Banks & Co. Limited will produce products and provide a service designed to satisfy the requirements of its customers. The products and service on which the company's reputation has grown, places particular emphasis on experience, expertise and the reliability of well-engineered products.

It is the company's objective to build on its reputation by consistently improving methods, efficiency, product range and customer service.

Our aim is for continual improvement in our Quality performance and, where possible, to prevent failures at source, taking into consideration business objectives, employees and our customers.

In particular:-

- **Meeting or surpassing Customers Satisfaction for quality and delivery**
- **Ensure that all our sub- contractors/suppliers meet our quality and delivery requirements.**
- **Maintain procedures to deal promptly and effectively with our internal issues.**
- **Meeting Internal / external legal and regulatory requirements.**
- **Communicate this policy to our interested parties, if required.**

We promote and encourage policy awareness amongst employees and increase awareness by improvement of training in house and appraisals.

To assist in achieving this objective it is the policy of the company to review its quality objectives at management review meetings and to maintain and effective and efficient quality management system to the requirements of BS EN ISO 9001:2015

In implementing this policy J. Banks & Co .Limited will recruit, train and retain competent staff; adopt the necessary working practices to maintain and improve quality, value for money and customer satisfaction whilst achieving its own organisational goals.

The risk and opportunities that can affect conformity of products, services and the ability to enhance customer satisfaction are addressed by inclusion in all relevant decision making processes to the extent considered necessary.

J. Banks & Co. Limited will ensure that all personnel have access to the copy of this Quality policy statement and are conversant with the Quality Management system.

Managing Director

This policy will be reviewed annually AND communicated, understood and applied to all the relevant interested parties.