

Quality Policy Statement

Howard Bros Joinery aims to effectively and efficiently provide quality products and services which satisfy the specified needs and expectations of its interested parties and which comply with all statutory regulations.

An Integrated Management System (IMS) has been established that complies with the International Standards of ISO 9001 and 14001. This promotes a culture of quality assurance in all Company systems and procedures, under the direction of the senior management team and with the support of all employees and supply chain partners.

Howard Bros Joinery is committed to continually improve its customer satisfaction through appropriate initiatives, controls, provision of resources and the training & involvement of our employees. The aim is to agree customer requirements using accurate and efficient tendering processes, to then minimise the occurrence of all defects in its activities, products and services. Proactive engagement with clients is a key innovative feature to improving understanding of the client interface at all stages.

Customers are offered advice on the preservation, servicing and operation of products and services as appropriate.

The above is used to ensure the strategic direct set by the senior management team is achievable and are defined through Management objectives and targets, which are established and reviewed on a regular basis to implement the Quality Policy. These are based on a commitment to seven principles of business excellence:

- Customer focus
- Stakeholder value
- New technologies, techniques and innovation
- Process management
- Workforce motivation and awareness
- Supply chain engagement
- Preventative management and continual improvement

The Directors commit themselves to provide adequate resources to implement and communicate this policy effectively to all employees and to exercise all reasonable skill and care in performing their duties and providing service to their customers. Howard Bros Joinery's performance and the operation of the management system are audited and reviewed to ensure maximum effectiveness in achieving customer satisfaction.



Simon Discombe
Managing Director

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