

Quality policy statement

Inverclyde Windows Manufacturing Limited are an industry leader providing high quality uPVC windows, conservatories and doors to the market place.

The company is focused on providing products, on time and in accordance with customer requirements.

The company have a Quality Management System in accordance with the requirements of BS EN ISO 9001 : 2008. The Management Team will set measurable objectives and are committed to complying with the requirements and continually improve its effectiveness. All personnel will adhere to the defined management system.

This policy will be subject to ongoing review to ensure it remains fit for purpose.

Signed:



Date: 3/12/14

(Original signed copy held in office).

DOC Ref QFHS

Quality objectives

In line with the Inverclyde Windows Manufacturing Ltd. Quality Management System, measurable quality (business) objectives are outlined below.

The documented Quality Policy has been used as a framework for these objectives.

The measurable objects are defined as follows:

Attain and consolidate a customer satisfaction rate of at least 95%

Continuously improve product quality and process efficiency

Maintain an on time delivery rate at least 95% improving customer retention and satisfaction

Have succession plans with effective training to ensure all operations and tasks have the required level of trained or qualified personnel to ensure compliance to meet production demands

DOC Ref QFHS