

# QUALITY POLICY



## Purpose

The companies within the Group operate as independent steel stockholders, metal processors and ancillary product suppliers with the head office, Barrett Steel Limited sited at Bradford.

The Management objectives of the Group and its operating companies are to satisfy the customer requirements in terms of product, specification, condition, processing, packaging and delivery. By utilising customer satisfaction monitoring, internal and external complaints analysis the Group aims to continually improve its service with the objective of developing lasting business relationships, maintaining a profitable on-going business and thus ensuring security of employment for its employees.

## Scope

Meeting the requirements of BS EN ISO 9001, BS EN 1090, NHSS3b, BES 6001 and other applicable sector schemes is key to the businesses demonstrating its commitment to continual improvement.

The application of this policy is encouraged where the Company involves the use of third parties e.g., suppliers; contractors.

## Policy

To achieve its objectives, it is Group Policy to establish and maintain an effective and efficient Quality Management System which covers all the business activities as stockists and processors.

The Quality Management System and its operation are assessed by the company, the Group and appointed accreditation bodies through auditing and review to ensure it remains appropriate for the business and looks to continually improve the level of service to the organisation's customers and the business performance.

Targets are set at a Group level with regards to profitability and at a site level with regards to Cost of Non-Quality, delivery performance and customer credits. Benchmarking is used to compare site with site measuring critical parameters which contribute towards the overall effectiveness of the Group.

Quality is the ultimate responsibility of the Group Managing Director who, through his delegated subordinates in the management team, ensures that the Policy, processes, targets and objectives of the group are communicated, understood and applied by all employees throughout the organisation.

A handwritten signature in black ink, appearing to read 'James Barrett'. The signature is written in a cursive style with a large initial 'J'.

James Barrett  
Group Managing Director  
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