

QUALITY POLICY



Purpose

The companies within the Group operate as independent steel stockholders, metal processors & ancillary product suppliers with the head office, Barrett Steel Limited sited at Bradford. The Management objectives of the Group & its operating companies are to satisfy the customer requirements in terms of product, specification, condition, processing, packaging & delivery. By utilising customer satisfaction monitoring, internal & 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 & thus ensuring security of employment for its employees.

Scope

Meeting the requirements of BS EN ISO 9001, BS EN 1090, NHSS3b, BES 6001, FORS & 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 & maintain an effective & efficient Quality Management System which covers all the business activities as stockists & processors.

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

Targets are set at a Group level with regards to profitability & at a site level with regards to Cost of Non-Quality, delivery performance & 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 Chief Operating Officer who, through his delegated subordinates in the management team, ensures that the Policy, processes, targets & objectives of the group are communicated, understood & applied by all employees throughout the organisation.

Andrew Warcup

Andrew Warcup
Chief Executive Officer
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