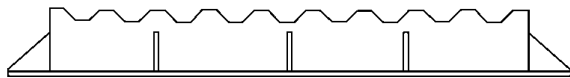


DUREY CASTINGS



QUALITY ASSURANCE MANUAL

1.2 COMPANY QUALITY POLICY

This Policy applies to all our locations.

The Directors and Management are intent on stocking and supplying quality products, which fully meet the requirements and expectations of our customers. We fully understand our role within our industry as facilitators in a supply chain. We sit between the foundries and manufacturers on one side and the end users on the other. That is 'bulk breakers' between mass producers and typically smaller purchases. Our role is to facilitate, pre-empt, manage and satisfy the purchase and supply of covers, gratings, mortars, chambers and associated products by the customer. Furthermore, we are determined to offer a level of service that will encourage our customers to use us as their preferred supplier.

Top Management is committed to continual improvement and will ensure that the right structure, knowledge and resources are provided to enable us and our staff to deliver our goal. Information and instruction is communicated fully down the chain of command.

Other interested parties have been determined. Dependent upon the contract these may be regulatory bodies, specifiers, designers, couriers, insurances, the bank, neighbours and shareholders. We also have a Landlord at the Uckfield and Fareham depots. Due to the nature of delivering, members of the general public will also interact with our activities. As a check on our position in our industry, the competition will also be considered.

Measurable processes, procedures and objectives have been put in place by the Management in order to ensure our customers' requirements, both in respect of product and service, are met in full. Customers include other merchants, contractors, local and government authorities and the general public.

Our Quality System is designed to meet the requirements of BS EN ISO 9001. It is reviewed, monitored and regularly measured, along with Quality Objectives determined by Management, on a planned and continual basis so that shortfalls in customers' requirements are recognised and improved quickly and efficiently. There is a high importance attached to *preventative* action and risk.

Quality awareness is required of all our staff, and Management have established a line of communication and education to ensure an understanding of individual and collective responsibility.

D Durey

Managing Director

Prepared by	Approved by	Issue No.	Issue Date	Document No.	Page No.	Title
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