Quality Policy Statement

Abercol is dedicated to this quality policy and will endeavour to ensure that its products and services fully meet the requirements of its customers at all times. The goal of the company is to achieve a high level of customer satisfaction at all times. Commitment to the implementation of supporting managerial and business operational systems is essential to realising that goal. It is also recognised that the business environment will have an impact on our quality policy.

Abercol is committed to the management of mutually beneficial relationships between clients and suppliers, working together in the implementation of this policy and in continually improving the quality of the products and/or services it supplies.

In the provision of our goods and services we will:

1. ensure that we fully identify and strive to meet the needs and expectations of our customers and conform to the agreed compliance standards for the products and services we supply;
2. assess the risk of our service/product provision processes so we can mitigate potential risks of process defects;
3. ensure that our people are suitably competent to carry out their work activities to required time-scales in a manner that will not adversely affect the quality of goods/services we supply;
4. monitor and regularly review the business environment in which we operate and the associated internal and external issues that affect us.

Email.
TeamAbercol@Abercol.co.uk

Phone.
+44 (0)1785 472 620

Address.
Melville St. Stoke-On-Trent, ST1 3LY

Quality Policy Statement

To ensure that this policy is successfully implemented, our people will be responsible for identifying customer requirements and ensuring that the correct process are followed to meet those requirements.

Objectives will be set to ensure that the requirements of this policy are met, and that continual improvement is maintained in line with the spirit of the policy and the changing business environment. These objectives will be monitored during management reviews.

The commitments outlined in this quality policy and the improvement objectives will be communicated and available to all relevant interested parties at all times. Awareness training will be an integral part of the strategy to achieve the objectives.

The policy will be reviewed at regular intervals to ensure that it continues to be effective and meet customer expectations.

Signed



Colin Phillip – Managing Director

Date:09/02/2023

Policy review date: 09/02/2023

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