

5.2 Policy

Quality Policy Statement

Chaplin Bros (Birmingham) Ltd is committed to producing quality assured product, and giving a quality assured service to each of its Customers

The Company is committed to complying with the requirements of ISO 9001:2015.

The system recognises that all activities of the Company's business are covered by formal quality procedures with full and unqualified support at Board level.

The Company work as a team, dedicated individually and collectively to providing a quality product in compliance with the Customer's requirements.

The Company's organisational goal is to achieve total customer satisfaction with regards to quality of supplied materials, delivery and price. It recognises that the customer needs and expects a high quality product delivered on time and in good order.

The Quality Programme outlines the responsibilities, itemises the systems and procedures, identifies inspection and test arrangements and provides the framework for establishing and reviewing quality objectives.

The company is looking to continually improve the effectiveness of the quality system.

The Quality System is subject to periodic Audit and Annual Review to ensure continued satisfactory working and improvement of the System.

Mr Richard Hamilton

A handwritten signature in black ink, appearing to read 'R Hamilton', written over a white background.

Managing Director