

COMPANY POLICY STATEMENT CPS 3
QUALITY POLICY

Edenhall is one of the UK's leading manufacturers of concrete products and operates a comprehensive Quality Assurance System that is based upon the requirements of both National and International quality systems.

This policy applies to all Edenhall's manufacturing operations and will be implemented to:

- Focus on quality from the customer's perspective.
- Comply with relevant technical standards and, in key areas of product performance, go beyond some requirements set
- Continually improve quality performance
- Ensure all products contribute to long term economic, environmental and social sustainability

The objectives of this policy are achieved as follows:

1. To assign responsibility

- The Directors and Senior Management Team are responsible for the overall implementation of this policy and to ensure sufficient personnel and financial resources are available.
- A designated Senior Manager is directly responsible for implementing this policy at all sites and for ensuring targeted levels for quality performance are achieved. This Manager has additional responsibility for developing and maintaining a Quality Management System and auditing the procedures at each site.
- The Site Supervisors are responsible for implementing the policy at their respective sites by employing effective quality management and continuously improving against agreed targets
- Other supervisory roles at each site are responsible for maintaining the quality system; ensuring procedures, practices and product quality are correct.
- All employees are responsible for implementing this policy and for ensuring that they carry out the duties laid down in the Quality System.

2. To operate a formalised Quality Management System founded on quality assurance principles conforming to the requirements of BS EN ISO 9002.**3. To clearly focus on quality from the customer's perspective by:**

- Informing customers of any deviations away from set standards and agreed targets.
- Manufacturing 'special/bespoke' products to customers' requirements.
- Seeking raw material suppliers with a high quality performance attitude, record and product

4. To train employees in achieving high standards of quality performance by:

- Providing a general awareness of quality requirements, ensuring relevant and specific training is in place to meet the individual's needs.
- Monitoring training requirements.

5. To integrate quality into decision making at all levels**6. To consider the impact of the use of PD Edenhall's products on the environment by::**

- Research and development of products to reduce any life cycle impact.
- Encouraging the customer to use and dispose of any waste in an environmentally responsible manner.

7. To communicate openly on quality issues by:

- Including quality issues in Newsletters and Briefings
- Supporting and participating in relevant industry associations.
- Making this policy available to all interested parties.

8. To hold regular reviews of this policy and reissue as required

- The objectives of this policy will be achieved by effective communication and organisation involving all employees, together with the application of the essential disciplines required to meet the specific standards laid down in our Quality Management System.

This policy has the full approval and carried the full authority of the Directors and Senior Management Team of PD Edenhall Ltd.

Signed:



Position:

DIRECTOR

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