

## MAKCO QUALITY POLICY

Makco (UK) Ltd (the 'Organization') aims to provide defect free products and services to satisfy its customers' needs, to ensure on time delivery and to maintain budget requirements.

The Organization operates a Quality Management System that has gained BS EN ISO 9001:2000 certification, including aspects specific to the construction industry.

### The management is committed to:

1. Develop and improve the Quality Management System;
2. Continually improve the effectiveness of the Quality Management System;
3. The enhancement of customer/ client satisfaction;

### The management has a continuing commitment to:

1. Establish the Quality Policy and its objectives;
2. Establish a Quality Manual defining the structure of the Quality Management System;
2. Ensure that customer needs and expectations are determined before making a commitment and fulfilled with the aim of achieving customer satisfaction;
3. Communicate throughout the Organization the importance of meeting customer needs;
4. Ensure that the Management Reviews set and improve the quality objectives;
5. Conduct Internal Audits to provide a means of monitoring and measuring the processes and the effectiveness of the Quality Management System;
6. Ensure the availability of resources to meet the objectives of the Quality Management System;
7. Create a continuous improvement culture in Product Services staff and continuing development of staff competency.



The structure of the Quality Management System is defined in the Quality Manual.

The Organization complies with all relevant standards and statutory and regulatory requirements.

All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Manual. The Organization constantly monitors its quality performance and implements improvements when appropriate to ensure sustainability in business growth.

Copies of the Quality Policy are made available to all members of staff. Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System.

