

Quality Policy Statement

Our prime quality objective is to achieve total customer satisfaction through confidence in the design, manufacture and sales of vehicle linings, racking systems and accessories. We place great importance on continually improving all areas of the business and have established a Quality Management System that has gained ISO 9001:2015 UKAS certification.

To achieve this aim:

1. We have introduced rigorous quality procedures that provide a framework for measuring and improving our performance. These procedures are reviewed through management meetings where the internal and external audit results are reported and therefore where new objectives can be set. We are totally committed to the process of continuous improvement across all areas of the business.
2. We work directly with our customers to determine their needs and expectations to increase customer satisfaction.
3. Though the Managing director has ultimate responsibility for quality we ensure that our commitment to customer needs and legal requirements are communicated throughout the company. All employees are aware of their individual responsibilities within their own area of work, helping to ensure that quality is ingrained throughout the company.
4. We understand the importance of adequate resources, including the availability of fully trained and competent staff. We provide internal and external training to continually improve the effectiveness of the quality management system.
5. We comply with all compliance obligations specifically related to our business activities. We review legislation at least yearly.
6. We consider the views of interested parties and the effect the companies activities have on others and the environment.