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## Quality Policy

Every member of Ian Firth Hardware Limited is totally committed to **customer satisfaction** and share responsibility for delivery of quality products and services, compliance with any relevant legislation, other applicable requirements and continuous improvement in all areas of the business.

Managers, through their own practices and standards, will endeavour to lead by example and give complete commitment to allocate all resources necessary to deliver the requirements of this Quality Policy and continuous improvement programmes.

All staff are expected to contribute to quality improvement initiatives and participate creatively in the design, implementation and review of such activities.

Targets and objectives are set annually as part of the management review process and are communicated to all personnel and measured and reviewed as necessary.

Our Integrated Management System along with its maintenance and operation have been established to satisfy the requirements of ISO9001:2015, ISO14001:2015, BSi Kitemark, FSC/PEFC and any relevant legal, regulatory requirements and approved codes of practice.

Our aim is '**get it right first time**', reduce the number of defects and develop the best products through maintaining relationships with our external customers and suppliers.

The quality of support, interaction and achievement at every point within our supply chain is highly significant to our success and wherever practical we will work with in partnership with our suppliers and customers as a natural adjunct to the quality process.

Sharing of information, effective communication, education and training have leading roles to play in the implementation of our Quality Policy. To ensure that everyone is empowered to contribute, the policy, quality practices and programmes are promoted widely both internally and externally using a range of media.

Assistance is given to support the learning, education and training needs of staff at all levels so that they possess the competencies and know-how to enable them to deliver the requirements of our quality management systems.

A handwritten signature in black ink, appearing to read 'Ian Firth', followed by a horizontal line.

Ian Firth  
Chairman