



Quality Policy Statement

It is the policy of AGZ Groups companies: - Argon Engineering Ltd, Gillrick Metalwork Ltd & Zeus Engineering Ltd to provide its customers with a service that fulfils their specified requirements.

The following principles are applied throughout our company's:

- 1) Full commitment of all personnel to reduce waste and improve Customer Service. It is our intention to improve the Customer Satisfaction level by inviting comment through our Customer Questionnaires.
- 2) Full commitment of all personnel to active involvement in making improvements.
- 3) Full commitment to using Environmentally Friendly products and promoting wherever possible, the re-cycling of old materials.
- 4) Full Commitment to ongoing training and development of staff.
- 5) Full understanding by all employees, of long term importance of achieving customer satisfaction and their role in ensuring that their failure to meet standards will lead to the company failing to meet customer standards.
- 6) An appreciation that a consistent quality service can only be achieved by ensuring control at each stage of service delivery, with the ultimate aim of achieving "Zero Defects."

Quality objectives will be set from data collected via significant problem/complaints reports and customer feedback. These Quality objectives will be measurable, time bound and clearly defined to ensure consistent quality improvement, these objectives will be set at management review and revised via continuous assessment or on completion.

A companywide Quality System is in operation which is designed to comply with the requirements of BS/EN/ISO 9001:2015. The ISO system defines the commitments of the company, and the complementary Quality Procedures and Method Statements detail the methods that are employed to ensure Customer Satisfaction.

Signature:

Date: 09/01/2023

Position: Managing Director

Review Date: 09/01/2024