



Quality Policy ROWLAND WAY LTD

As a leading provider of high quality stove enamelling and powder coating services to a wide range of industries Rowland Way is committed to providing an outstanding service and high levels of customer satisfaction.

Our scope of certification is;

'Stove enamelling and powder coating'.

We will continually improve the organisation, our Quality Management System (QMS) and products through objectives and targets for improvement and we will carefully monitor progress to ensure improvement is realised and maintained.

Improvement is driven by:

- Implementation of best practice.
- Fostering teamwork.
- Embracing technology.
- Encouraging personal development.
- Instigating system improvements.
- Providing products which are fit-for-purpose.
- Conforming to all relevant standards and legal requirements.
- Meeting customer requirements and expectations.

Our key quality objectives are;

- Consistent and high quality coating services that meet customer requirements
- On time delivery

We have therefore adopted and implemented a QMS which complies with the international standard ISO 9001: 2008 and had this externally assessed and registered by a UKAS-Accredited Certification Body.

Awareness of our policy and the relevant requirements of our QMS, amongst all employees and others who work for us is crucial. To this end we have a programme of training and awareness, which ensures that staff competence and awareness are maintained.

Signed:

Managing Director

Date: 7/2/13