

QUALITY POLICY STATEMENT BS EN ISO 9001:2015

Commitment to Quality

Quality is at the very heart of everything we do at RDL & imperative to maintain our market position. Our Quality strategy is based on the following principles:-

Customer focus

The customer is paramount at RDL and we aim to meet or exceed our customer's expectations from a quality of workmanship and product service perspective.

Leadership

The Senior management Team are committed to maintaining compliance with all statutory, regulatory legislative and contractual requirements. We strive for a company culture where employees can fully engage to achieve the Company's Quality objectives.

Engagement of People

Our people are our most prized asset and we aim to attract the best people. We encourage and expect their full commitment in order to develop their skills for the individual and the company.

Improvement

We target the constant improvement of the products, people, processes and services within our Company. Our quality objectives will be set and monitored with a view to meeting the objectives.

Process approach

We will manage our activity and resources as a series of planned processes to produce the right products, at the right time with minimum wastage and to see maximum efficiency. Our processes will be summarised in the Quality Management System which meets the needs of BS EN ISO 9001:2015.

Evidence based decision making

We will measure our performance in key activities and utilise the data to make informed and effective decisions on how to improve.

Relationship management

A business, its customers, suppliers and business partners are reliant on one another. We will try to develop mutually beneficial relationships to improve Quality resulting in greater reliability, increased efficiency and enhanced services.

Certification

Our QMS is externally audited by DNV and has been certified as meeting the standards as required by BS EN ISO 9001:2015.

Phil Leonard

Managing Director

Date: 10/01/2019

Next review 10th January 2020