

Quality Policy

The primary objective of the Quality Management System operated by The Aluminium Lighting Co. Ltd. is to ensure that the products and services offered to our customers fully meet their specified requirements in the most efficient way. The company's commitment to the ongoing accreditation of the National Highways Sector Scheme 6 will be integral in achieving these requirements.

Within the annual review of the Quality system the Quality policy will be reviewed for its purpose, effectiveness & legislative requirements.

Objectives are set both at company & departmental level. Departmental managers are focused both on their individual objectives & their contribution towards the company objectives. This focus is also passed down through to all departmental members.

The aim of the Aluminium Lighting Company is to consolidate its position in the market and create further growth through focusing on three core value disciplines: Operational Excellence, Customer Relationships and Product Innovation. The Quality Management System is considered to be an integral component in achieving this aim.

Objectives

Objectives are set on an annual basis and in line with the requirements of customers & the organisation. The management will ensure that systems are in place to collect & control information to constantly monitor & improve the performance of the Quality Management System. This will be done by monthly and annual reviews of objectives. Realignment of objectives and targets will occur when customer & business requirements dictate the need.

Top management will encourage and support all levels from the top down to understand, buy into & contribute towards the Quality Management System (QMS) for the benefit of customers, themselves and the organisation.

This will be refined with the following objectives -

- To create a safe working environment that focuses on meeting customer and regulatory requirements with systems based on EN40 and ISO9001.
- To understand and satisfy all our customers' needs and expectations.
- To continuously improve our products **and** services.
- To be best in class for all our aluminium column ranges.
- To train and develop a competent, efficient and team oriented workforce.
- To promote open and effective communication throughout the organisation to ensure we become best in class. We must strive to be better than the competition. To stand still is to fall behind.
- To achieve and maintain a cost effective and profitable product.

Aluminium Lighting Company

02 Organisation

02.02.01 MD- Quality Policy, Objectives & Targets

- Keep the emphasis on a positive attitude towards staff attitudes and efforts on relevant Quality issues.

Targets

- To achieve 100% On Time In Full Deliveries.
- To achieve Customer Complaints less than 3% of Customer orders.
- To achieve a Cost of Quality less than 1% of Sales performance.
- To reduce all Corrective Action cycles to less than 30 days.
- To monitor and improve supplier concerns and costs.

Signed: *C.T. Williams*
Position: *Managing Director*
Date: *28/03/2014*
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