

Quality Policy

It is Horbury’s policy to provide clients with a high quality service that exceeds expectations and ensures high levels of customer satisfaction. To ensure clients receive the required quality of products and services we have developed an Integrated Management System that has been independently certified to have satisfied the requirements of BS EN ISO 9001:2015 and our legal and other corporate responsibilities.

We are committed to the involvement of all our workers in implementing and continually improving the effectiveness of this system and will provide the resources to ensure that the importance of exceeding customer requirements is communicated and understood throughout our organisation.

Furthermore, we establish, monitor and review quality objectives on a regular basis to promote continual improvement in our activities.

All workers must implement the requirements of our Integrated Management System and continually improve processes and outputs driving increased levels of quality, notifying their Line Manager of any non-conformance with, or failing of, the Integrated Management System.

During 2018/19 we will be rolling out several quality initiatives:

- Horbury Safe;
- Perfect Delivery;
- Snag-R;
- PIP '20.

All workers are encouraged to give these initiatives their support and continuously strive to make improvements to the quality of Horbury products and services. We will support this with communication and by celebrating successes.

This policy will be reviewed for ongoing suitability and effectiveness at Management Reviews and as required.



Trevor Wragg
 Chief Executive
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