

Hargreaves Top Management has determined and considered all external and internal issues relevant to the organization's context and all directly relevant Interested Parties with their relevant requirements to consistently provide products and services that meet customer and applicable legal requirements.

The policy applies to the design, manufacture, installation and commissioning of heating, ventilating and air conditioning ductwork and associated products / services provided by Hargreaves Ductwork Ltd from its Bury Head Office and Manufacturing Facility, all Trade Counters and Customer Installation Sites.

Hargreaves Ductwork Ltd, recognise the discipline of Quality Management is an integral part of its overall management function and has a significant influence on all aspects of the products and services we provide. Improving our quality performance is of the highest priority and is achieved by understanding the importance of our role in meeting stakeholder needs and expectations.

In order to maintain our quality performance, the company operates a Quality Management System (QMS) based on the requirements of BS EN ISO 9001, NSQ-100 (Nuclear Safety and Quality Management System Requirements) and BS EN ISO 3834-2 (Comprehensive quality requirements for fusion welding of metallic materials) utilising a process based Quality Management System committed to improving products and services.

Specifically, we are committed to operating quality management policies which ensure:

- All processes focus on achieving customer satisfaction within a framework of control.
- Products and services are of a consistent quality and reliability.
- Suppliers and Sub-Contractors are selected from approved sources.
- Each process delivers complete and on-time the product, service or information required for the next to function effectively.
- Employee involvement in quality matters is encouraged at all levels through training, communication and awareness of the importance of complying with agreed processes and procedures.

We recognise that a genuine commitment to understanding the present and future expectations of our customers, suppliers and sub-contractors is essential in the achievement of this policy. We will continually work to ensure that future needs and expectations are realised in the quality of the information, products and services we provide.

The Board of Directors is committed to the implementation of this policy, which is publically available to all interested parties through our website (mw-hargreaves.net).

Signed:



(Mr. K Farey)

Position: Managing Director

Dated: 01st July 2017