

 HILLFOOT <small>METALS SUPPLY CHAIN INNOVATION</small>	QUALITY MANUAL			
	Title: Quality Policy Statement			
Doc No.: QP001	Process Owner: Managing Director	Revision: 008	Revision Date: 16/01/2020	Page: Page 1 of 1

Hillfoot Steel Ltd is committed to becoming the supplier of choice for all our customers by providing products and services which continually meet and potentially exceed all their requirements and expectations.

The company strives to enhance customer satisfaction through a programme of continuous improvement and business development in accordance with the requirements of BS EN ISO 9001.

Our key Quality Policy features are:

- A commitment to the **continued development of our people** through training and personal development
- A **systematic** approach to working through well defined processes, procedures and systems
- Setting of **Quality Objectives** and departmental key performance indicators (KPIs) which are reviewed regularly as part of the Management Review Process
- Strive to **reduce non conformance** and customer complaints through a culture of **risk based thinking**, robust root cause analysis and implementation of corrective and preventive action.
- Regular review of the **effectiveness of the QMS** through implementation of an internal audit programme and management review process
- Good relationships with **approved suppliers** (and subcontractors) to maximise added value and drive improved competitive advantage
- Strong **leadership** and commitment of the directors and senior management to the QMS to ensure that it drives **continuous improvement** and remains compatible with the strategic direction and quality objectives
- Compliance to **Hillfoot Values** : Quality, Community, Respect, Social Responsibility, Pride, Accountability, Transparency, Integrity and Innovation

The responsibility and authority for the Quality Management System is held by the company directors with routine operation controlled by the Quality and Technical Manager.

This policy will be communicated to all company employees (and other stakeholders where appropriate) and will be periodically reviewed (at least annually) to ensure it reflects the changing needs of the business.



 Craig James
 Managing Director of Hillfoot Steel Ltd



 Kasia Price
 Quality and Technical Manager