

QA06 Quality Policy

Speller Metcalfe Limited aims to deliver defect free products to its customers on time and within budget. The Organisation operates an Integrated Management System meeting the requirements of the ISO 9001: 2015 standard.

The management is committed to:

- Develop and improve our Integrated Management System
- Continually improve the effectiveness of the Integrated Management System
- The enhancement of customer satisfaction
- Reduce defects and maintenance

The management has a continuing commitment to:

- Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
- Communicate throughout the Organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements
- Establish the Quality Policy and its objectives
- Ensure that the Management Reviews set and review the quality objectives, and reports on the Internal Audit results as a means of monitoring and measuring the processes and the effectiveness of the Integrated Management System
- Ensure the availability of resources

The structure of the Integrated Management System is defined in our Manual.

All personnel understand the requirements of this Quality Policy and abide with the contents of the Manual.

The Organisation complies with all relevant statutory and regulatory requirements.

The Organisation constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed in order to ensure its continuing suitability.

Copies of the Quality Policy are available to all members of staff. Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Integrated Management System.

Policy Control

This policy does not confer any contractual entitlement; Speller Metcalfe may at any time at our discretion make changes to the policy or remove it altogether. Any abuse of the above policy may lead to disciplinary action (which may include dismissal).



James Speller

Managing Director
Speller Metcalfe Limited



Adrian Speller

Technical Director
Speller Metcalfe Limited

Last Reviewed Date: 31st March 2024
Next Review Date: 31st March 2025