



Quality Assurance Policy

Seevent Plastics Ltd. is committed to providing the highest level of quality in both product and service to all its customers.

To achieve this aim the company has established systems and procedures in accordance with the BS EN ISO 9001 quality system standard. These procedures are subject to regular internal audits and management review, thereby ensuring continuing compliance to the standard and other legal requirements and, development as necessary to maintain an effective control on sales, production and delivery.

As Managing Director I have overall responsibility for the quality systems operated by the organisation. I will ensure that adequate resources are made available to achieve the stated objectives.

I have delegated various elements of the system to departmental heads, who report to me regularly through the management review meetings.

These departmental heads are responsible for communicating the company policy to all members of staff, to ensure that all staff fully understand their duties relating to the quality system, to ensure that all aspects of the quality system operate correctly within their respective departments and to communicate back to the Managing Director any problems identified in the day to day running of the business.

Our aim is to achieve customer satisfaction by meeting or exceeding their expectations, both stated and perceived. To, deliver quality products, reliably, on time, and in good condition.

Our objective is to develop our systems and procedures, thereby ensuring customer satisfaction, increased efficiency and continuing profitability. To ensure all complaints are dealt with professionally, sympathetically and efficiently. To take prompt remedial action when problems are identified and to monitor all activities, evaluate their effectiveness and follow a path of continuous improvement.

We have developed working practices to ensure our operation takes into account the consideration of all interested parties which include customers, local authorities and our neighbours.

This policy will be reviewed annually to ensure that it remains valid to the business, reflecting changes in the market place, changes in technology and improvements in practices, standards and legislation.

Neil Gates

Neil Gates Managing Director