



Quality Policy

Our aim is to understand and endeavour to meet each individual customer's needs – every time. From recognising that each customer has a choice of suppliers, our objective is to be the 'Customer's First Choice'.

It is the policy of the company to continually identify and develop opportunities to improve - in order to increase customer satisfaction as well as sustain a profitable company. Grampian Fasteners must be an "Agile" company – responding and adapting our business to meet the needs of the customer, rather than forcing them to adopt our methods.

Everyone in the company is expected to understand their interaction with the customer and how it contributes to customer satisfaction.

The nature of our business relies on the quality of our supplier network. We will, therefore, work closely with our suppliers.

The company is committed to providing safe working conditions. It is also committed to ensuring that its activities have minimal effect on the environment.

It is also recognised that the achievement of the company objectives is dependent on the willing commitment of all staff to work as an interdependent team.

Achievement relative to the above objectives is reviewed every six months at the Management Review Meeting.

The management system of the company is based on management best practice and is guided by ISO/CDI 9001:2000. It also incorporates guidance from The Health and Safety Executive publication "Successful Health and Safety Management" (HSG65).

The Directors will ensure that all employees appreciate the aims of the company, understand the whole management system and are committed to the disciplined implementation of the whole system.

September 2009