

 Betaduct Division of Cablecraft Division Manufacturer of Control Panel Trunking	Section	Issue	Rev
	QAM 6	1	0
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QUALITY MANUAL - LEVEL 1	Date :	01/06/17	
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QUALITY POLICY			

QUALITY POLICY

The quality of a product or service may be regarded as the overall ability of that product or service to satisfy the requirements of the customer and of all interested parties as well as all applicable legislation. Betaduct Division of Cablecraft Division specialises in the manufacture of UPVC, LFH and HF Control Panel Ducting products.

The policy of Betaduct Division is to achieve product and service quality by a quality management system that integrates the related functions of all departments by implementing the program outlined in this Manual.

Quality to Betaduct Division means not only meeting their customer and other interested parties requirements and applicable statutory and regulatory requirements with regard to the product and services provided, but where possible exceeding those requirements.

The Company is committed to continuous improvement with regard to the products and services provided, and their internal systems and processes, thus ensuring that Betaduct Division is able to achieve optimum quality, reliability, service and efficiency.

To ensure continuity of products and services to the required quality standard, the Company have developed, documented and implemented an effective quality system that conforms to the requirements of ISO 9001:2015.

General Objectives

1. A satisfied customer, whether that customer is internal or external.
2. A close relationship with customers and interested parties, leading to a clear understanding of their requirements, and a timely response to fulfil those needs.
3. A close working relationship with suppliers so that they understand our needs and we understand theirs
4. Efficient use of resources through training, planning and good management.
5. Reduction in non-conformities as a result of good planning and manufacturing practices. The Company's procedures are planned around the prevention of defects, and where non-conformities do occur it is their objective to provide a fast, efficient response to correct the non-conformity and prevent recurrence.

The ability to meet the objectives set out in the Policy Statement as detailed above and the effectiveness of the Quality Management System, will be reviewed annually at the Management Review Meeting, and updated if necessary.

Specific objectives will be set by management annually and reviewed, updated and developed at their management meetings. These objectives will be communicated to all levels of staff through briefings, meetings and notice boards.

Signed



Ian King-Lee, Managing Director