

Quality Policy

TekTube Quality Policy

Document Type: Policy

Version No: v1.0
Issue Date: 1st April 2018

Purpose of this document

To provide customers & suppliers with our Quality Policy.

VERSION HISTORY

Version	Date Issued	Brief Summary of Change	Owner's Name
V.0	31/12/2017	Draft Policy	Neil Molton
V.1	1/4/2018	Approved and Implemented	Neil Molton

For more information on the status of this document, please contact:	<p>Neil Molton Managing Director TekTube Ltd A5 Grovehill Industrial Estate Beck View Road Hull HU17 0GJ</p> <p>Tel: 0148 223 8030 E-mail: neil@tektube.co.uk</p> <p>Internet: www.tektube.co.uk/administration/qualitypolicy</p>
Date of Issue	1/4/2018
Reference	5.2
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Policy title: Quality Policy

Issue date: 1/4/2018 **Review date:** 1/4/2019

Version: v1.0 **Issued by:** Neil Molton

Aim: Establish and maintain the Quality Standard Policy

Scope: Applies to all locations and staff of TekTube.

Associated documentation:	Legal Framework: None Policies: Quality Manual
Appendices:	None
Approved by:	Neil Molton
Date:	1/4/2018

Review and consultation process:	Annually from review date above
Responsibility for Implementation & Training:	Neil Molton

HISTORY

Revisions:		
Date:	Author:	Description:
1/1/2018	NM	V.0 - Draft
1/4/2018	NM	V.1 - Approved

Distribution methods:	Soft copy - Email to all company employees Hard copy – Company Noticeboard
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Quality Policy

TekTube believes that its market expects a continually improving service. We aim to continually improve the service we provide to meet our clients' requirements and to produce finished work that we can justifiably be proud of.

The company aims to achieve the above by implementing a management system that complies with the international standard of good practice BS EN ISO 9001. It also includes a commitment to meet the requirements of our clients, as well as legal and regulatory requirements. Also to continual development of the system and helping to ensure it remains effective.

Only by providing an outstanding service and product quality will we achieve our aims of long term success and sustained improvements.

All personnel within the company are responsible for the quality of their work. The company provides training and has established systems to assist all personnel to achieve the standards required. While we endeavour to produce work and offer a service that we can be proud of, we have to recognise that we don't always achieve our own standards. When a customer complains, we are committed to investigating the complaint and will do our best to put right all justified complaints.

The policy, organisation and procedures necessary to achieve the required standards are described in our Quality Management System.

The Quality Manager is responsible for monitoring the quality system and reports regularly to the Managing Director on the system's implementation, status and effectiveness.

The objectives of this company are set out in our Business Model. Objectives for individual jobs are to carry out the works to the satisfaction of the client and in accordance with the contract as agreed with the client.

Reporting

The Quality Manager shall keep records of the quality status of TekTube by means of continual assessment, see Quality Manual.


Policy Audit

This policy shall be subject to audit by the Quality Manager.

Further Information

Further information and advice on this policy can be obtained from Joseph Moulin, TekTube Administration using 01482-238030 or joseph@tektube.co.uk.

Policy approved by:

Signature 
Managing Director

Date 1st April 2018