



# Quality Policy Statement

ISO 9001 2015 Clause 5.2

John Desmond Limited is committed to identifying and working with all stakeholders in our business to ensure John Desmond Limited purchase materials, manufacture and market products that fully meet the requirements demanded by our customers.

To achieve this aim, it is the intention of John Desmond Limited to:

- a. Work in partnership with customers to identify and realise their requirements and respond in a mutually beneficial manner.
- b. Introduce products and services that meets changing requirements of all our customers.
- c. Ensure that our supplier base is fully involved with ourselves in the promotion of partnership and ongoing improvement by encouraging the routine operation of good practice with them.
- d. Monitor and measure our processes and systems, to identify improvement opportunities throughout the operation.
- e. Ensure that all employees are trained and competent, to work safely and efficiently and to understand their role and responsibilities within the quality management system.

To this end, John Desmond Limited are continually making improvement to an internal quality management system, relating to processes and finishing of architectural metal fabrication using to customer supplied documentation, The system identifies and manages the organisation's operational processes to achieve the stated quality objectives.

John Desmond Limited recognises that ongoing improvement in the quality of both product and service is essential if the satisfaction of our customers and the future prosperity of the business are to be realised.

John Desmond Limited's aim is to develop the business in partnership with our customers to realise ongoing and mutual success.

To meet the specified requirement of the Customer, the Company applies a quality management system in conjunction with other management controls. The Quality Manual and Procedures Manual describe the system.

Responsibility for upholding this policy is truly Company-wide under the guidance and with the assistance of Senior Management who encourage the personal commitment of all staff to address quality as part of their skills.

It is the Company's policy to seek to operate to these standards continuously and to implement and operate fully the ISO 9001-2015 standards through registration and annual review.

The Company complies with all legislation relevant to its industry.

Authorised by:

Ian Desmond

Date Approved:

02 January 2019