

# TEW BROTHERS LIMITED

## QUALITY POLICY

It is the policy of Tew Brothers Limited to provide products and services that consistently meet our customers specification and quality requirements. This will be achieved by the provision of a quality service designed to ensure that these requirements are successfully attained and we will:

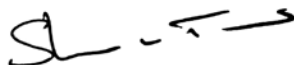
- Maintain a quality management system designed to meet the requirements of the International Standard ISO9002 and our customers that summarises the methods and systems used to ensure that quality and delivery requirements are successfully achieved.
- Complete all work undertaken to the agreed requirements and standards.
- Ensure that our people understand the aims of the Company and have the necessary skills and abilities needed to ensure that our quality standards are achieved and maintained.
- Always use suitably qualified operatives committed to providing a quality service and who will be polite, clean and tidy and have a pride in their work.
- Always seek to improve the quality of service provided to our customers
- Continue to maintain our achievement of the Investors in People National Standard.

All personnel at every level of our organisation understand their part in the system and operate in accordance with its requirements. They are also expected to actively support its principles and to give their commitment to the achievement of them by providing the high standards of performance and workmanship expected by the Company and our customers.

The Directors of the Company are jointly supportive of this commitment to quality and will use their utmost endeavours to ensure that its principles are met at all times.

Directors Signatures

Shaun Tew



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Tel: 023 8044 3773  
[www.tewbros.com](http://www.tewbros.com)

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## QUALITY OBJECTIVES

1. To maintain and comply with the requirements of ISO9002 and our Quality System effectively and efficiently at all times, and to ensure that these requirements continue to be achieved.
2. To provide a quality of service that meets our customers' requirements in respect of quality, delivery and the achievement of 'right first time'.
3. To ensure that customer orders are correctly determined and delivered and where changes to these are required to ensure that they are confirmed and delivered according to customer requirements.
4. To ensure that customer problems and complaints are investigated and responded to quickly and effectively and resolved in the most appropriate manner.
5. To ensure that sufficient resources are available to enable external and internal customer requirements to be successfully achieved.
6. To ensure that personnel are competent to carry out their assigned duties to the best of their ability.



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