



## Milbank Concrete Products Ltd

### Quality Policy Statement

Milbank is dedicated to the Quality Policy that will ensure that its products and services meet the requirements of its customers. Commitment to the implementation of supporting managerial and business operational systems is essential to realising that goal.

Milbank believes in the concept of client and supplier working together and will use this Factory Production Control Manual as a framework to establish and review quality objectives.

The quality policy is based on 3 fundamental principles:

1. Ensuring that we fully identify and conform to the needs of our customers.
2. Looking at our service provision processes, identifying the potential for errors and taking the necessary action to eliminate them.
3. Everyone understanding how to do their job and doing it right first time.

To ensure that the policy is successfully implemented, staff will be responsible for identifying customer requirements and ensuring that the correct procedures are followed to meet those requirements.

Objectives needed to ensure policy requirements are met, and maintenance of continual improvement in line with the spirit of the policy will be set, determined and monitored at Management Review.

The Quality Policy principles and objectives will always be communicated and be available to staff. Training will be an integral part of the strategy to achieve the objectives.

Within this Policy we are committed to operating our company under the disciplines and control of a Quality Management System based upon the requirements of BS EN 13369:2004 "Common rules for precast concrete products", and the relevant individual product standards; planned and developed jointly with our other management functions.

We are all committed to operating continuously to these standards and we will maintain the necessary Quality Approvals consistent with our customer requirements.

Milbank's Quality performance will be assessed annually through management review to ensure continued improvement of our services for the benefit of all our customers.

We shall ensure that all our personnel understand and fully implement our Company's policies and objectives and are able to perform their duties effectively through an ongoing training and development programme.

Mr Andy Mayne

A handwritten signature in black ink, appearing to read "A Mayne".

Managing Director

January 2021