

Eastern Seals (UK) Ltd Quality Policy

Eastern Seals (UK) Ltd is committed to achieving and maintaining the highest standards of workmanship and seeks to meet all customer requirements. It is committed to delivering a high standard of service to all customers at all times. The requirements of this management system should be considered mandatory on all employees.

The Directors of the Company recognise their responsibilities for managing quality within the Company's activities and have established a Quality Management System which complies with the requirements of BS EN ISO 9001: 2015 to achieve this.

It is Eastern Seals (UK) Ltd's intent to continually improve the effectiveness and implementation of the Quality Management System and satisfy all applicable requirements relevant to the business.

It is recognised that quality is the responsibility of all employees, and line management are charged with ensuring the clear communication and understanding of the management system among all their staff.

The key principles of Eastern Seals (UK) Ltd are:

Customer focus - We are committed to providing the best possible experience and service for all our customers.

Leadership - As a management team we set an example by maintaining the highest standards of integrity and honesty that is expected of all our employees.

Engagement of people - We give opportunity to all our employees to contribute to the success of the company.

Process approach - We understand and manage interrelated processes to ensure the effectiveness and efficiency of the system which uses the Plan, Do, Check, Act process.

Improvement - We don't just settle for mediocrity and always strive to improve the service we provide.

Evidence Decision Making - We base decisions on evidence to ensure the correct decisions are made.

Relationship Management - We treat our suppliers how we would like them to treat us.

All Managers will:

1. Resource and plan policy implementation.
2. Ensure that quality management system requirements are reviewed regularly and are easily available to all persons who may need access to it.
3. Monitor, measure and review performance so as to learn from experience and to ensure continued improvement.
4. Ensure that, through training, mentoring and advice, all employees are competent to undertake their duties.



This Quality Policy is evaluated as part of the overall review of the Quality Management System to ensure its stated objectives are met.

By signing this quality policy, the Managing Director gives his/her approval to the Quality Management System described in the quality manual and supporting Company procedures.



Diane Reach
Managing Director

DATE: 14/11/2017



North East England
Chamber of Commerce

