

QUALITY POLICY STATEMENT

Swift Horsman was established in 1971 and has a sound reputation as a high quality joinery provider. Over time the company profile has developed and the Swift Horsman Group is now successfully delivering design, manufacture and installation of bespoke on and off site specialist products and services to meet our agreed customer specified requirements.

The Directors and management of the Group are committed to operate every aspect of the business to those standards that offer the highest possible quality of service to all of our customers. This is supported by a progressive management style that encourages the quality culture throughout the organisation.

To reinforce this commitment a Business Management System has been implemented across all areas of the organisation which meets the requirements of ISO 9001:2008 Quality Standards, audited on a regular basis by a UKAS accredited independent organisation.

The procedures are managed by the SHEQ department and include setting, monitoring and measuring quality arrangements and associated objectives in order to continuously improve the businesses performance.

The various processes and arrangements undertaken are documented and communicated to all employees and other stakeholders as required. The procedures themselves are kept under review by means of non-conformance control, auditing and management review processes.

In this way the Group aims for consistency in performance and client satisfaction at all times.

This Policy will be reviewed at regular intervals to ensure its continuing suitability to the business.



Gary Saunders
Managing Director

5th May 2011

