

Quality Policy

AUTOGLAZE Ltd is dedicated to a quality policy that will ensure that its products and services fully meet the requirements of its customers at all times. The goal of the company is to achieve a high level of customer satisfaction at all times. Commitment to the implementation of supporting the business operational systems is essential to realising that goal.


The company believes in the concept of client and supplier working together in pursuing this policy, and in continually striving for improvements in service quality.

The quality policy is based on the following 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. Ensuring everyone understands how to do their job, and making sure they do it right first time.

Our statement of general policy is:

- that staff will be responsible for identifying customer requirements, and ensuring that the correct procedures are followed to meet those requirements.
- that objectives needed to ensure that the requirements of this policy are met, and that continual improvement is maintained. These objectives will be agreed and monitored at Management Review.
- that quality policy principles and objectives will be communicated and available to staff at all times. Training will be an integral part of the strategy to achieve the objectives.
- that within this Policy we are committed to operating under the disciplines and control of a Quality Management System conforming to the International Standard 1S0 9001:2008.
- that our Company will constantly review and improve on our services to ensure tasks are completed in the most cost effective and timely manner for the benefit of all our customers.
- that 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.
- That we will review and revise this policy and its effectiveness on an annual basis.

Signed  Date21/10/2010.....

NameJulian Aldridge..... Managing Director

This Policy is available to the public and is communicated to all staff working for or on behalf of Autoglaze Ltd.

For further information please contact Jayne Aldridge, 01202 548555.