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Approved by:	C.A. Saunders	Issue No. 011

QUALITY POLICY

Roberts Metal Packaging recognises that continuous improvement of quality standards in all activities is key to our success and reputation. The company is therefore committed to a policy to provide a service which fulfils the requirements and expectations of our customers in all ways as well as legal and regulatory requirements.

In order to achieve this commitment, a documented quality management system which meets the requirements of BS EN ISO 9001: 2015 has been established in which the Managing Director is responsible for determining measurable objectives for customer satisfaction and the aspirations of the company.

The company aims to ensure:

- The highest level of quality and customer service is provided to achieve target customer satisfaction.
- Continued improvement of efficient business processes to collect, measure and record customer feed-back and survey results.
- On-going investment in automation of manufacturing and tool design to provide low cost production and to reduce quality variance and defects.
- Carefully planned maintenance of plant, tooling, and equipment to ensure consistent performance.
- Employment, training, and support of competent personnel throughout the business focusing on ultimate customer satisfaction.
- The creation and on-going development of supplier relationships within the Roberts supply chain to ensure materials and services meet our customers' expectations.
- Continued promotion of the Quality Policy and commitment to its implementation by all Roberts Metal Packaging personnel

The Board and management team will periodically review the overall performance of the business and quality objectives. As part of that review, the Managing Director will ensure that the Quality Policy is appropriate to support and facilitate the overall intentions and direction of the company related to the delivery of business improvements and of quality.

Our Quality policy is available to interested parties on request

Signed: _____

Chris Saunders,
Managing Director

Date: 13/09/2021