

Quality Policy Statement



Tew Brothers Limited incorporating Spitfire Joinery is a leading Building, Refurbishment and Maintenance Company with a Bespoke Joinery Division. We are committed to the provision of Quality Products and Services in a manner that meets with the requirements and satisfaction of all stakeholders by following these principles:

- **Customer focus:** We proactively seek out and define current and future customer needs, address all requirements and strive to exceed expectations
- **Leadership:** We promote a culture of open communication, integrity in serving our customers, fairness and concern for our employees and responsibility to the communities within which we operate
- **Engagement of People:** We encourage all employees to contribute to the success of the company and comply fully with Quality Provisions
- **Process Approach:** We manage interrelated processes to ensure the effectiveness and efficiency of our systems
- **Risk-based Thinking:** Determine and address risks that might affect conformity of products and services and the ability to enhance customer satisfaction
- **Improvement:** We strive for improvement across the Quality Management System therefore setting and reviewing objectives and measurable targets
- **Evidence-based decision making:** We are committed to making decisions based on analysis of relevant data and information
- **Relationship Management:** We cultivate mutually beneficial Supplier relationships

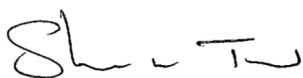
The Management Team recognise their responsibility for managing Quality and have established and will maintain a Quality Management System (QMS) as part of the Integrated Management System (IMS), in accordance with the requirements of ISO 9001:2015.

The Management Team is committed to:

- Taking accountability of the effectiveness of the QMS
- Ensuring compliance with all necessary statutory and regulatory requirements
- Establishing business and quality objectives which are reviewed periodically through the management review process
- Providing the necessary resources and ensuring that responsibilities and authorities are determined and communicated throughout the organisation

This policy is endorsed and supported by the Management Team who will ensure that it is communicated throughout the organisation. All employees are encouraged to participate in the evolution of the policy, strengthening its purpose and delivering a superior experience to all customers.

This policy will be reviewed annually by the Management Team and where necessary amended and re-issued. This policy will be made available to interested parties, upon reasonable request.

Signed: 
Finance Director and Company Secretary

Date: 22 October 2019