

## QUALITY POLICY

**Aim:** It is our policy to provide highest quality products and service to our valued clients at all times

NA Curtain Walling is a leading building envelope specialist, providing manufacture, installation and maintenance of façade, curtain wall and cladding systems. We recognise that in order to provide an excellent service to our customers it is essential for us to fully understand the technical requirements of individual projects and deliver well managed, cost-effective solutions.

### **Our company philosophy is:-**

- To achieve quality by design and motivation, not by chance.
- To keep the quality system simple but effective.
- To foster a culture of pride in the products and services provided.
- To leave our clients delighted with us and negotiate further work

### **Company Objectives include:-**

- To manufacture and install products right first time, every time.
- To maintain highest quality by monitoring the effectiveness of the quality system through internal audit programmes.
- To improve productivity through Quality Assurance techniques.
- To maintain a close and collaborative working relationship with our customers.
- To promote enthusiasm and quality consciousness throughout all employees of the company.

We operate an ISO 9001 quality management system that we use to ensure we:-

- Meet or exceed customer and project requirements.
- Identify and comply with relevant industry and legal requirements.
- Consistently monitor and review our performance.
- Support the continual improvement of our business.

We would like all of our Staff and Supply Chain partners to work to actioning these targets

Guy Shepherd  
Director

Date

16<sup>th</sup> September 2016

This policy is made available to relevant interested parties through publishing on our website <http://www.nacurtainwalling.com> and through internal training and awareness programmes.