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QA POLICY STATEMENT

Hanson Springs Ltd is fully committed to maintain a Quality Management System which meets the international standard BS EN ISO 9001 in addition to all other applicable requirements and appropriate to the scope, purpose and context of the organisation.

This approach will allow the company to consistently achieve a quality of service demanded by all of the stakeholders and continually improve the Quality Management System.

The key aims of the business are to:

- Supply defect free goods and documentation
- Ensure deliveries are on time and in full [OTIF]
- Offer a level of customer service that exceeds customer expectations
- Provide a sound financial base

Reviews of performance against key performance indicators relating to the above steps will be held at Management Reviews and any areas of concern shall be addressed and corrected by a process of continual improvement and investment.

Whilst it is the responsibility of the Management Team to drive and communicate the concepts of this policy to all employees, it is in everyone's interest and responsibility to strive to work in a manner that helps the company fully achieve the above objectives, in order to gain competitive advantage and so maintain a sound secure and successful business.

Additionally, the company is committed to working to the requirements of various other International Standards as defined.

M Hanson..... Managing Director

L Robinson.....Quality & HR Manager

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Approved by:	Malcolm Hanson – Managing Director	Page 1 of 1	