

East Yorkshire Aluminium & Glass Ltd T/A EYG Commercial

QUALITY POLICY

East Yorkshire Aluminium & Glass Ltd, with its' Head Office in Hull specialises in the following activities:

Scope

- Manufacture and Installation of Commercial and Domestic Doors, Windows, Conservatories, Shop Fronts and Curtain Walling in PVCu & Aluminium
- Supply and Installation of Hardwood Doors & Windows and PVCu Soffits and Fascia.
- Manufacture of sealed Double-Glazed Units.

These services are provided through our trading company East Yorkshire Aluminium and Glass Limited T/A EYG Commercial.

It is the policy of the company to supply services of a quality that will merit and earn customer satisfaction, thus enabling the company to retain our existing customers and to generate new customers through a policy of continual improvement of our systems and working practices.

The company endeavours to satisfy or exceed customer expectations and is committed to a policy of quality throughout its activities, ensuring that the product and service quality satisfies the specific contractual obligations of our customers together with the standards of quality specified in **BS EN ISO 9001:2015/BS EN 1279:2018** and any other relevant documents which augment this standard including the adherence to statutory and regulatory requirements.

In addition, the company holds and is audited to the following Kitemark / Licence standards

Bronze CMS Mark

This covers all windows & doors and ensures compliance with **BS EN 14351** (the mandatory product standard for Windows & External door-sets) and meets the requirements for CE Marking and the Construction Products Regulation.

Silver CMS Mark

This covers windows & doors that are annually tested to **BS 6375** for weather performance

Gold CMS Mark

This covers windows & doors that are annually tested to **PAS 24: 2016** for enhanced security and meet the requirements of Approved Documents Q Building Regulations and Secured by Design.

Systems are in place to assess the effectiveness of the quality system with regular meetings being held to review performance and set/review quality objectives with any additional quality objectives / measures introduced as considered necessary by the Managing Directors of the two trading companies, in line with the company's business requirements. These reviews will also consider the continuing suitability of the Quality Policy.

All personnel share responsibility for the quality of the services supplied to our customers and the company will provide reasonable access for our customer's representatives to discharge their quality responsibilities.

New and existing personnel are made aware of the company's Quality Policy either during ongoing training sessions or company induction.

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The Directors have given the Management Representative full authority for the administration of the 9001 Quality Management System within the company and all persons doing work under the company's control are required to co-operate with the Management Representative in carrying out this task.

All Internal and External Auditing is scheduled and recorded within the ISO 9001 Business management system which is audited and integrated with BS EN 1279:2018

This Quality Manual and the associated Procedures and Manuals are approved by the undersigned as the authoritative documents relating to Quality within the company.

APPROVED BY:



Mr N Ward
Managing Director

15 January 2023

