

Quality Policy

Alex Begg is committed to achieving exceptional quality in its products and services. The purpose of this policy is to ensure that the highest quality standards are set and achieved in every area.

Scope

This policy covers all the business activities of the company: sales and marketing, including the provision of information to customers; design; purchasing of products and services; manufacturing of products; storage, labelling and shipping of products; post-sales service and support; community projects.

Responsibility

All managers must ensure that this policy is implemented within their area of responsibility.

Policy Statement

The company is committed to the following core values. It will take measures to ensure that the behaviour of all employees reflects these values and that they underpin decisions made by the company:

Working together	We build relationships for mutual long-term benefit with customers, colleagues, suppliers, our community and our environment.
Creative Curiosity	Our spirit of curiosity drives everything we do.
Passion	We have pride and believe in what we do. We strive to be the best.
Integrity	We act fairly, honestly and with honesty in all that we do.
Craftsmanship	We use our insight, knowledge, skills and generations of experience to create new products.

Stakeholders: Alex Begg is committed to meeting the needs of its stakeholders. We understand these to be:

Owners	A profitable, ethical, sustainable and innovative business.
Customers	A high-quality, reliable, ethical, proactive supplier with a sustainable and well-managed supply chain.
Employees	A responsible and fair employer committed to excellence in all aspects of its operations, providing sustainable employment.
Suppliers	An ethical and reliable customer committed to partnership working for mutual benefit.
Government	A profitable and ethical business, complying with all legislation and making a positive contribution to the local community.
Local community	A responsible and fair employer; a good neighbour committed to long-term sustainability.
NGOs	A company committed to mutually beneficial relationships where appropriate and feasible.

The Company recognises that the following must be in place in order to achieve this:

- A safe working environment (refer to the Health & Safety policy)
- Processes to identify and contain risks which the business faces
- Customer-focussed people and processes to ensure that all customer and statutory requirements are understood and met
- Agile and responsive planning and communication systems to respond to market demands
- Suppliers and subcontractors committed to the aims of this policy (refer to our Code of Conduct)
- Highly-skilled, well-trained and engaged employees
- Creative, innovative design and development
- Well-controlled production processes ensuring consistency and quality
- Well-maintained and appropriate production equipment and tools
- Products of the highest quality
- Minimal environmental impact (refer to the Environment & Hazardous Chemical policies)

Continuous improvement: The Company is committed to continually improving all aspects of its operations.

Quality objectives: The Company will set, measure and communicate appropriate objectives in order to ensure that its quality performance improves.

Communication: This policy will be effectively communicated to all employees.

Review: This policy will be reviewed annually and approved by the Board to ensure that it remains relevant to all business activities.

Signature:

(Managing Director)

Date:

1st OCT '18