

BADMAN & BADMAN (JOINERY) LTD

QM Section 1

Revision No. 2

Date: 5th February 2014

Signature: M Bass

COMPANY BACKGROUND AND QUALITY POLICY STATEMENT

Badman & Badman (Joinery) Ltd is a privately owned and managed business. The company was registered as such in 2006 when the current owners purchased the established family run business of Badman & Badman Ltd.

The company now operates from a small industrial estate off Warne Road, Weston-super-Mare having re-located from smaller premises in Clifton Road, Weston-super-Mare in 2001.

The Company manufactures general and traditional bespoke joinery products for delivery to locations throughout the UK

- ◆ Doors, including fire-rated doors.
- ◆ Architraves, door-frames, linings and skirtings to match.
- ◆ Windows
- ◆ Fitted units, reception desks, counters, staircases and similar projects, both large and small.

The company has been certified Fire Door Installers, under the **FIRAS scheme** and have gained our **Certificate of Approval No. CAF5015**: Designated **CERTIFIRE** Approved Door Manufacturers' to modify manufacturers' fire doors. We predominantly work in the construction sector with several major Building Companies liaising with the clients' buyers and project management teams to meet site requirements.

Equally a significant part of the company's work is in the private sector involving both new and replacement doors, windows and various mouldings machined to each client's specific requirement.

The company also offers a full finishing and installation facility, if required.

The company is a member of the *British Woodworking Federation* and is committed to achieving high levels of customer satisfaction by working to understand and satisfy their expectations for product quality and service.

Specifically, the company's quality objectives are:-

- ◆ To respond to customers' enquiries in a timely manner and to provide technical support to them to achieve a clear understanding of their requirements.
- ◆ To manufacture products to agreed industry standards.
- ◆ To deliver products on time.
- ◆ To respond promptly to queries which occur after delivery.

The quality management system covers the manufacture and supply of general joinery products including fire doors and frames and this manual sets out procedures for working with customers and for the control of manufacturing operations.

The Quality Management System is designed to comply with International Quality Standard ISO 9001:2008, including a commitment to the continuous improvement of the system. The Office Administrator fulfils the role of 'Quality System Representative' and is responsible to the Managing Director for its operation throughout the company. This is achieved by measuring our customers' levels of satisfaction by a Customers Satisfaction Review Form. The returned forms are reviewed and assessed at our Management Review Meetings to determine our level of success.

Mark Bass
Managing Director
February 2014