

Quality Management Policy

January 2020

STREIF
SUSTAINABLE BUILDING SYSTEMS



T 01243 790075 E info@streif.co.uk W www.streif.co.uk VAT Reg No. 925 4822 16
Company Reg No. 06402905 25 St Pancras, Chichester, West Sussex, PO19 7LT

STREIF UK is committed to providing an outstanding service to our customers through the continued application and development of a Quality Management System in parallel to the requirements of BS EN ISO 9001 Quality Management Standard.

The senior management of the company are committed to ensuring that the system is effective in achieving quality and satisfying customers both now and in the future. To this end, we will strive to continually improve upon our service, processes and our Quality Management System. We will set quality objectives and establish an organisational environment and changes therein with the risks associated, across the whole organisation that will be measured against and reported upon.

By continually striving to achieve improvement to our Quality Management System we will give better value to our customers.

1.0 Policy

- ◆ To ensure that all construction services and products delivered to our customers are fit for their intended purpose, delivered safely, free from defects and to exceptional standards;
- ◆ To ensure all statutory and regulatory requirements applicable to the product we deliver are met at each stage of the off site production process and on site installation/erection;
- ◆ To convey to our customers a sense of confidence in all aspects of STREIF UK's performance;
- ◆ To identify, continually monitor and improve our processes and performance to give greater customer satisfaction;
- ◆ To develop and promote quality consciousness amongst all employees to ensure the desired outcome for our customers;
- ◆ To prevent errors;

In order to foster a culture of continual improvement, STREIF UK will continue to recognise and reward effective teamwork and individual achievement and will review our service and processes regularly.

The Policy applies to all employees, sub-contractors and suppliers working on behalf of STREIF UK for which compliance at all times is a requisite.

2.0 Responsibilities

The management is committed to:

- ◆ Develop and improve the Quality Management System;
- ◆ Continually improve the effectiveness of the Quality Management System;
- ◆ The enhancement of customer satisfaction;
- ◆ Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction



- ◆ Communicate throughout the Organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements
- ◆ Establish the Quality Policy and to set Quality Objectives at relevant functions, levels and processes
- ◆ Ensure that the Management Reviews set and review the Quality Objectives, and report on the internal audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
- ◆ Ensure the availability of resources.

The structure of the Quality Management System is defined in the Streif UK Quality Manual.

All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Manual. The Organisation complies with all relevant statutory and regulatory requirements. The Organisation constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed in order to ensure its continuing suitability.

Copies of the Quality Policy are made available to all members of staff and to relevant interested parties.

Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System.



Bill Treves
Managing Director
January 2020

