

PORTAFIX LTD QUALITY POLICY

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Portafix Quality Management System Overview

The assurance of **Quality** is fundamental to all work undertaken by **Portafix** and it is the responsibility of all personnel to be aware and implement the **Quality** System Procedure in the course of their work.

The **Quality** System Procedure covers all work undertaken by the company and starts upon initial Customer Contact and is completed upon receipt of delivered product finished to the original approval equivalent to) **AS9120B:2016 / ISO 9001:2015**.

The **Quality** System Procedure has been prepared to maintain the high standard of workmanship associated with **Portafix** and documents the current system of work which is intended to comply with **AS 9120B / ISO 9001 Standard**.

Quality is ensured by working in a systematic manner to a formalized process designed to eliminate deficiencies.

Portafix is committed at all levels to meeting all customer requirements and increasing customer satisfaction through the continual measurement, review and improvement of our products, services and the effectiveness of the quality management system.

We pride ourselves on high quality customer service and flexibility –

"The best possible service in the fixings industry." Portafix senior management are committed to:

Building a mutually profitable relationship with our customers, ensuring their long-term success, through the understanding of their needs and the needs of their customers as well.

Achieving our commitments for quality, cost and schedule.

Driving continual improvement based upon efficient business processes, well-defined measurements, best practices and customer surveys.

Developing staff competencies, creativity, empowerment and accountability through appropriate training and development.

If we all make sure, as individuals, that what we are doing is absolutely correct then the finished product stands more of a chance of reaching the customer **right first time**.

We must always remember that we offering complete client flexibility and to achieving the highest standard in every aspect of our business to supply fasteners, fixings and consumable needs to our customers.

Signed

AEmerson

Andy Emerson – Managing Director



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