



## QUALITY POLICY STATEMENT

Anglian Building Products (ABP) is the large contracting division of Anglian Windows Limited and is committed to adherence & compliance with all Group Policies, Standards and Procedures. ABP has adopted the ISO9001 Quality Management System as a framework for implementing, promoting and continuously improving quality systems in order to enhance and improve overall performance while providing a sound basis for continuous improvement and sustainable development initiatives.

By accepting the main responsibility within the business, the Managing Director will ensure that the duties to strive for excellence are properly assigned, accepted and fulfilled at all levels throughout the company.

The adoption of a Quality Management system is a strategic decision to aid the businesses ability to consistently provide products and services that meet customer's requirements, as well as applicable statutory and regulatory requirements and enhance customer satisfaction, to this aim ABP shall:

- Establish the targets and objectives necessary for continuous improvement, and the resources needed to deliver them
- Deliver customer satisfaction by the engagement of people through sound leadership
- Implement actions to address risks and opportunities; minimising negative effects and maximise use of opportunities as they arise
- Monitor and measure performance of products and services against planned targets, objectives, customer requirements and expectation and statutory and regulatory requirements
- Establish a basis for increasing the effectiveness of the quality management system in achieving its intended results.

Steve Hoadley  
Managing Director  
Anglian Building Products

This statement is available to all employees via noticeboards, company Intranet and to members of the public or other interested parties upon request or at [www.anglian-building.co.uk](http://www.anglian-building.co.uk)