

Quality Policy

Our Vision

- to become the UK market leader in multi metal distribution.

We will achieve this through...

- developing our people.
- outstanding customer service.
- supplier partnership.
- continuous improvement.

Our Philosophy

The Quest For Excellence.

This is a continuous process of business improvement based on excellent communication and basic common sense principles.

Quest:

Q adopting standards of **Quality**, where everyone works together to achieve excellent results with zero mistakes.

U striving to enhance our **Uniqueness** by developing an environment for innovation and creativity.

E recognising and rewarding **Employees** who are valued and provide a positive contribution to achieving our vision.

S constantly aiming to provide a **Service** to exceed expectations.

T maintaining high performance through implementing and measuring **TARGET** at all times.

The principles of **TARGET** are:

T onnes
A ctive accounts
R etention
G ross Margin
E xtra Products
T ight Cost Control

These are the fundamental measures of our business performance.

Our Quality Standard

- We will set business objectives and review them at corporate and local level.
- BS EN ISO 9001: 2008 registration will be maintained by internal audits, management meetings and reviews.
- Periodic audits by an accredited organisation, will be maintained. This will ensure continual improvement to our management systems.
- We will monitor our performance against customer requirements, by using **CSM** (Customer Satisfaction Measurement).
- Our quality performance will be regularly communicated to all employees.
- Our quality management system will be reviewed annually by the Group Quality & Safety Department.

This Policy has the total commitment of the ASD metal services board.



Martin Joyce
Chief Executive - ASD metal services

