Winn and Coales (Denso) Ltd Quality Policy

It is the policy of Winn & Coales (Denso) Ltd to maintain our ISO 9001:2015 registration, update the range of products and produce them to the required standards with a reliable service and a competent management structure to ensure customer satisfaction by;

- Reviewing objectives through continual improvement, customer feedback, audits and Key Performance Indicators.

- Senior management will ensure leadership, commitment and take accountability for the effectiveness of the quality management system alongside continual improvement of the quality system.

- Fostering a greater sense of ownership and commitment amongst all staff.

- Fully communicating the quality policy to our employees and to other interested parties on request.

- Ensuring all employees are aware of their personal responsibility to deliver quality, fit for purpose products for their internal and external customers.

- Investing in training to ensure that our employees have the necessary skills.

Winn & Coales (Denso) Ltd and all its employees are committed to continually improve our the Quality Management System and will also:

- Consider the needs of all employees, customers, suppliers, neighbours, legal representatives, interested parties and stakeholders in the organisation.

- Satisfy the requirements of our customers by complying with statutory and legal requirements.

- Ensure it is clearly understood that we will not allow Quality to take second place behind cost or schedule. All employees must highlight decisions, actions or situations where they think quality could be compromised.

Management is responsible for making judgements, decisions and assessing their consequences.

This policy is supported by all levels of management within the organisation.
Therefore, it is mandatory for all employees at Winn & Coales (Denso) Ltd to comply with the Quality Management System, its policy and procedures.

Steve Crawley   Date: 31/03/2024
Managing Director   Next review date: March 2025