

Quality Policy

Introduction

The aim of Rackham Housefloors Ltd is to manufacture and supply prestressed concrete floor beams in a way that understands, exceeds or meets our customer's needs.



Objectives and Targets

The quality policy will provide a framework for the setting and reviewing of objectives and must be maintained, implemented and communicated to all employees of Rackham Housefloors Ltd.



Quality Management System

Rackham Housefloors Ltd will implement and maintain a Quality Management System (QMS) for all aspects of the design, manufacture, storage and dispatch of products.



The following objectives will be reviewed annually.

- Deliver a customer satisfaction rate of 95% by 2016
- Reduce customer complaints by 50% by 2016
- Reduce returns of concrete beams by 90% by 2016
- Reduce re works to less than 100 metres per month per factory by 2016
- Ensure 100% of all quality checks are performed and 99% compliance with testing requirements
- Provide a delivery on time rate of 97% by 2016
- Ensure each Factory delivers a availability to Manufacture rate of 85% by 2016

Commitment

We trust that all the preceding confirms our commitment to a quality product both now and in the future.



Customer Satisfaction

Rackham Housefloors Ltd is committed to excelling in meeting customer requirements and satisfaction via continual improvement of its products and services.



"Our future depends on ensuring the product is manufactured and delivered to an excellent standard"

Signed	<i>P Moore</i>
Date	6/5/2015

P Moore – Chairman and Managing Director