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		Issue : 10
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QM1 - QUALITY POLICY.

Filon, an established market leader for g.r.p. sheets produced by continuous pultrusion within the UK. The company is well respected and the Filon name represents quality and high standards.

The Management of Filon Products is committed to supplying quality products and providing customer satisfaction. This is in part achieved by having short runs and good fast service. Quality products are those which are fit for purpose and meet both the requirements agreed with the customer and the performance standards set by this Company. Our mission is to maintain our standing in the market by offering the best quality, service and technical support with value for money.

The Quality System is a means for ensuring customer satisfaction and we have refined and extended the system in accordance with the requirements of **BS.EN.ISO. 9001:2000**.

All employees at all levels should adhere to the Quality System and in so doing should contribute to the quality requirements of the Company. In addition all employees should participate in the process of continual improvement of both the Quality Management System and Company. Any improvements should be highlighted via corrective actions and suggestion schemes.

The Managing Director is overall responsible for and committed to the successful implementation of this Quality Policy.

The Quality Systems Manager, a Quality Management Representative, is responsible for maintaining the effectiveness of the Quality System, ensuring the routine monitoring, management and achievement of set objectives and their consistency with this quality policy.

SIGNED :

R. ALLEN
(Managing Director)

Approved :..... :.....