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7. Policies

Quality Policy

Furnitubes International has gained a reputation for its high-class service in production and problem solving, being both responsive and dynamic in offering cost effective solutions to meet customer requirements. By this means the company has built up effective and on-going working relationships with its customers.

We operate in line with the overall requirements of ISO 9001:2008 and, as part of our system scope covering the design, sales and procurement of street and landscape furniture together with associated security products, have developed systems to enable it to identify and implement continual improvement in quality of product and service.

The company will continue to develop its range of products and services, thereby increasing the business activities and giving greater depth to the company.

The company believes in a system of Management that places the emphasis on prevention of failure by continually reviewing operations and taking action to eliminate opportunities for error, and takes into account the needs and expectations of customers in respect of product and quality service. To this end we also undertake to fulfil our legal obligations.

In accordance with our defined scope, this policy provides a framework for the development and progressing of our quality objectives. Quality objectives are established to continually improve the quality management system as a whole, as well as each management process, extending to processes involved with meeting product requirements.

We acknowledge that our employees are an important business asset, and believe in fostering a Good Company Spirit throughout all departments. This policy leads to stability and helps guarantee continuity of work for Employees and Company alike.

We will ensure that staff members at all levels are adequately trained and competent for the work to which they are assigned.

The company will ensure that the policies outlined above are implemented and maintained throughout the organisation and that all employees are fully aware of their duties and responsibilities.

APPROVED BY:-

Stephen Cluer
Managing Director

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