

Multi-Turn Quality Policy

We are dedicated to the manufacturing, and delivery of exceptional staircases that not only meet but exceed the expectations of our valued customers. Our commitment to excellence is ingrained in every aspect of our operations, and we strive for continuous improvement to ensure customer satisfaction.

Key Principles:

1. The Policy is the framework for setting out our quality strategy and setting quality objectives
2. **Customer Focus:**
 - We are committed to understanding and meeting the current and future needs of our customers.
 - Customer feedback is actively sought and used to drive improvements in our products and services.
3. **Product Quality:**
 - We adhere to strict quality standards throughout the manufacturing process to ensure the our staircases are free of structural defects.
 - Regular inspections are conducted to verify that our products meet or exceed industry standards.
4. **Innovation:**
 - We encourage a culture of innovation and creativity meeting the clients design, striving to provide staircases that are not only functional but also aesthetically pleasing, fit first time and delivered on time in full.
 - Continuous research and development efforts are undertaken to incorporate the latest materials and trends into our product offerings.
5. **Process Efficiency:**
 - We are dedicated to the efficient use of resources, optimizing our manufacturing processes to minimize waste and reduce environmental impact.
 - Continuous training and development of our employees ensure that our processes are carried out with precision and expertise.
6. **Compliance and Regulation:**
 - We comply with all relevant legal and regulatory requirements related to staircase manufacturing.
 - Our commitment to safety and quality extends to adherence to industry standards and building codes.
7. **Employee Involvement:**
 - We foster a culture of teamwork, collaboration, and personal responsibility to ensure that everyone is dedicated to upholding our quality standards.
8. **Continuous Improvement:**
 - We are committed to ongoing improvement in all aspects of our operations.
 - Regular reviews, audits, and assessments are conducted to identify areas for improvement and implement corrective actions.

This Quality Policy is communicated and understood throughout the organization. It is reviewed regularly to ensure its ongoing suitability and effectiveness.

Angus Cowley
Operations Director
26 February 2024