



## Quality Policy

Teckentrup UK Ltd and ABC Doors Ltd have a reputation of doing what we say we will do and delivering on our commitments. This is clearly stated in our company vision and aligned with our strategic direction. We have built the reputation by providing high quality products backed up by exceptional service. Our approach is to achieve what we do right first time, every time, and take pride in delivering this.

We will achieve the intent of this Quality Policy by:

- Maintaining and implementing a robust, lean, agile, and effective Business Management System consisting of policies, procedures, and processes.
- Establishing a culture where everyone takes responsibility for quality, empowering our people to become experts in their roles, and embedding lessons learnt and best practice to drive continual improvement across the business.
- Reviewing indicators to measure performance and using this to constantly improve the quality of our products and service offerings.
- Making informed decisions based on sound reliable data, lessons learnt and best practice.
- Implementing a business leadership review process that creates a framework to establish and meet our Quality objectives and deliver on our business aims and commitments.

Our approach to Quality Management is contained within the Integrated management system and is driven by leadership commitment at all levels. Our management system and procedures are applied to ensure we comply with all relevant legal, regulatory and industry requirements to satisfy the requirements of BS EN ISO 9001:2015.

The Managing Director is responsible for establishing and reviewing this quality policy and providing resources as required to ensure its effectiveness. Each manager is responsible for:

- Ensuring effective and competent resources, arrangements, and management controls to deliver these requirements and ensure they are appropriately established and implemented,
- Identifying and maintaining all necessary certifications and accreditations where required by our products, and
- Committing to comply with all Company, legal and other applicable requirements.

All employees and interested parties shall comply with this policy and its associated arrangements as a part of their roles and responsibilities.