Quality Policy

The Quality Policy of Steelstock Services (Midlands) Ltd is to achieve and maintain an excellent level of quality and service for all our work, which will be a guarantee to our customers that the product and services we provide will meet agreed requirements. This provides the framework for and includes the establishment and review of quality objectives. It is essential therefore, that each member of staff, at all levels at Steelstock Services (Midlands) Ltd performs their tasks correctly, aware of our commitment to quality assurance and the fact that they are making a vital contribution.

A Quality Manual conforming to the following Standards:-

ISO 9001:2015+A1:2024
BS EN 1090
NHSS for Quality Management in Highway Works - Scheme 3B

Containing the procedures required to achieve this policy, has been prepared and communicated to all employees of Steelstock Services (Midlands) Ltd.

Steelstock Services (Midlands) Ltd's primary goal is to continually improve the effectiveness of its Quality Management System. We are totally committed to being the preferred supplier in each of the markets we serve. To this end, our customers are our primary concern. We aim to not only satisfy them but also to earn their loyalty and form long-standing relationships.

Steelstock Services (Midlands) Ltd only purchase from quality approved suppliers, who can ensure traceability and quality of supply. We use documented procedures which are continually being developed, whilst considering the needs and expectations of our customers to ensure they receive the products and services that they require. We measure the quality of our services through regular personal contact and monitoring performance with our stakeholders. We also actively involve all of our employees in assessing and refining our internal quality systems and take prompt action on what we learn from them.

This policy is approved by the Directors of Steelstock Services (Midlands) Ltd who are accountable for all aspects of its implementation. It is understood, implemented and maintained at all levels with the company. A copy of this quality policy has been communicated to, made available to all employees and is reviewed for continuing suitability at each Management Review Meeting.

A signed copy of this quality policy is displayed in Steelstock Services (Midlands) Ltd's reception area noticeboard.

Mark Bradford
Managing Director