

## Quality Policy

Eltherington Group is an SME group of companies based on 1305 Hedon Road, Hull, East Yorkshire, HU9 5QD. The company manufactures a variety of developed & propriety systems for sectors such as: architectural facades , caravan leisure industry and portable / modular buildings. The QMS Scope includes:

*The Manufacture of PVCu fenestration products, Pre-painted aluminium and other products for the Leisure and Modular Building industry.*

*The Manufacture of Architectural and Specialist Products in Aluminium, Steel, Copper and Brass.*

The management at Eltherington has committed to effectively promote all quality issues to its employees within the group to ensure continued compliance to the 9001:2015 standard and continually improve the effectiveness of the QMS.

Eltherington vision is to deliver “*Exceptional Customer Satisfaction*”. This will be achieved by both organisational and individual commitment to customer focus, superior process management, continuous improvement and employee involvement.

As a consequence Eltherington Group has set out a number of objectives to achieve this.

- ✓ Eltherington are the Preferred Supplier - We delight our customers
- ✓ Eltherington to be the leading cladding and glazing supplier to the caravan sectors.
- ✓ We are to be a known force within the construction and modular building industry.
- ✓ No Compromise Service delivery – “Post mortems” take place! Lessons are learnt!
- ✓ Improvements are implemented through support of proven process techniques, R&D and Suppliers. Senior management review as part of Board KPI’s.
- ✓ We are to be the preferred employer- All our staff and teams have a voice which in turn contributes to both business and personal success.

This policy will be regularly reviewed for its continuing suitability and communicated to all levels of the organisation.



*Antony Eltherington*  
*Managing Director*