

Quality Policy

Eltherington Group is an SME group of companies based on Dansom Lane South, Hull, East Yorkshire, HU8 7LA. 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. Stockists of Aluminium and PVCu products.

The management at Eltherington has committed to effectively promote all quality issues to its employees within the group to ensure continued compliance to the 9001:2008 standard and continually improve the effectiveness of the QMS.

Eltherington vision is to deliver “*Total 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! Lesson 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- Our staff and teams to contribute 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*