

QUALITY POLICY

PD Edenhall Limited is one of the UK's leading manufacturers of concrete products and operates a comprehensive Quality Assurance system that is based upon the requirements of both National and International quality systems.

This policy applies to all PD Edenhall's manufacturing operations and will be implemented to:

- Focus on quality from the customer's perspective
- Comply with relevant technical standards and, in key areas of product performance, go beyond some requirements set
- Continuously improve quality performance
- Ensure all products contribute to long-term economic, environmental and social sustainability

The objectives of this policy are achieved as follows:

1. To assign responsibility

- The General Manager/Director is responsible for the overall implementation of this policy, ensuring sufficient personnel and financial resources are available
- The Operations Managers are responsible for implementing this policy at all sites and for ensuring targeted levels of quality performance are achieved. The Operations Managers have additional responsibility for developing a Quality Management System and auditing the procedures at each site
- The Works Managers are responsible for implementing this policy at their respective sites by employing effective quality management and continuously improving against agreed targets
- The General Foreman at each site is responsible for maintaining the quality system, ensuring procedures, practices and product quality are correct
- All employees are responsible for implementing this policy and for ensuring that they carry out the duties laid down in the Quality Manual

2. To operate a formalised quality management system founded on quality assurance principles conforming to the requirements of BS EN ISO 9002.

3. To clearly focus on quality from the customer's perspective by:

- Informing customers of any deviations away from set standards and agreed targets
- Manufacturing 'special/bespoke' products to the customer's requirements
- Seeking raw material suppliers with a high quality performance attitude, record and product

4. To train employees in achieving high standards of quality performance by:

- Implementing and maintaining a training plan developed through the Quality Management System
- Providing a general awareness of quality requirements, ensuring relevant and specific training is in place to meet the individual's needs
- Monitoring training requirements in Personal Performance Reviews

5. To integrate quality into decision making at all levels.

6. To consider the impact of the use of PD Edenhall's products on the environment by:

- Research and development of products to reduce any life cycle impact
- Encouraging the customer to use and dispose of any wastage in an environmentally responsible manner

7. To communicate openly on quality issues by:

- Including quality issues in Newsletters and Briefings
- Supporting and participating in relevant industry associations
- Making this policy available to all interested parties

8. To hold regular reviews of this policy and reissue as required.

The objectives of this policy will be achieved by effective communication and organisation involving all employees together with the application of the essential disciplines required to meet the specific standards laid down in our Quality Management System.

This policy has the full approval and carries the full authority of the Board of Directors of PD Edenhall Limited.

Signed:



Position: Director



PD EDENHALL LTD
HEAD OFFICE
Danygraig Works
Danygraig Road
Risca, Newport NP11 6DP
Tel: 01633 612671
Fax: 01633 601280

REGIONAL SALES OFFICES

SOUTHERN	Danygraig Works, Danygraig Road, Risca, Newport NP11 6DP	Tel: 01633 600806	Fax: 01633 601280
CENTRAL	Buxton Works, Peak Forest Road, Smalldale, Nr Buxton SK17 8EA	Tel: 01298 25396	Fax: 01298 71728
NORTHERN	Blencowe Works, Blencowe, Nr Newbiggin, Stainton, Penrith CA11 0DE	Tel: 01768 483374	Fax: 01768 483127
EDENHALL CONCRETE LTD	Evergreen, Hale, Fordingbridge, Hampshire SP6 2NN	Tel: 01725 510174	Fax: 01725 512824