

## **QUALITY POLICY**

The Quality Policy of S W STEEL TRADING LTD. South Wales Steel is as follows:

The organisation is committed to providing quality services to all our customers

The organisation is committed to focusing on our customer's needs and developing services which will exceed the customer's expectations.

The organisation will establish policies, programmes and practices to reduce risk to the organisation and conduct business activities in an effective manner, while meeting statutory and regulatory requirements.

The organisation is committed to the continuous improvement of all of its processes in the Quality Management System

The organisation has determined that:

- Through communication it can find innovative processes to improve the service to its customers
- Through training and assessment of our employee's skills, and provision of appropriate resources, it will meet the customer's needs and ensure it remains customer focused.
- The organisation will review the performance and effectiveness of its systems through robust management review and internal audit processes. Using these finding will set ongoing objectives.

SIGNED :

RICHARD S EDWARDS

MANAGING DIRECTOR

S W STEEL TRADING LTD