

Quality Policy

Brocklesby Ltd recognises the need for customer satisfaction and is committed to operating its business responsibly and in compliance with all legal requirements relating to the provision of material reception, processing, recycling and manufacture of products from materials and customer requirements and specifications.

It is the organisations declared policy to continually improve its operations. For Brocklesby Ltd to achieve this, the business must learn from our customers, research activities, technology, partners and industry to improve Brocklesby products and services therefore maintaining Brocklesby's position within our unique field of expertise.

It is the aim of Brocklesby Ltd to enhance customer satisfaction through adherence to the Quality Management Systems, in line with ISO 9001:2015.

The development of quality objectives will ensure the organisation assess and regularly- re-evaluates the effectiveness of the business activities. Following the SMART process, objectives will be;

- Specific to the quality aspects and impacts of the organisation
- Measured for improvement
- Achievable
- Relevant to the Quality Management system and in line with ISO 9001:2015 standards and regulatory requirements
- Time bound

The objectives will create an operational framework to ensure the organisation is continually carrying out measures reasonably practicable to meet, exceed or develop all necessary or desirable requirements and to continually improve performance.

The organisation will implement the following basic principles at all times to protect quality of the organisation's products and services;

- Train employees in the Quality Management System
- Consistently provide products and services that meet applicable customer requirements
- Provide services which add value to our customers activities
- Encourage all staff to consider the quality implications of their actions and the effects on other people and shared environment
- Source products and materials in line with the businesses ISCC commitments and sustainability programmes
- Provide adequate resources to ensure that this policy is effectively communicated and implemented
- Through staff consultation, participation and training, gain commitment to this policy from all persons within Brocklesby Ltd.

Brocklesby Ltd will strive for excellence in achieving;

- Improved customer satisfaction
- Improved and consistent product quality
- Employee satisfaction
- Improved supplier performance
- Improved processes
- Operational efficiency by way of reducing process wastes

Every person within Brocklesby Ltd is responsible for the quality of their work and specific responsibilities are assigned to qualified and competent personnel

As an essential element of Brocklesby Ltd integrated management systems, this policy will be reviewed on an annual basis to ensure effectiveness and compliance with legislative or organisational changes.



Neil Taylor
Managing Director