



WILLIAM HALEY ENGINEERING LTD

QUALITY STEEL STRUCTURES

QUALITY POLICY

- **Reliable quality, measured by 995 defect free pieces per 1000 fabricated.** We reduce defects as they cost money and time. We reduce site defects as they also cause loss of reputation and disruption to everybody's work.
- **Harmonious internal customer / supplier relations throughout the company.** We check that our internal supplier has given us the correct product or documents before we work on them.
- **Learning from our mistakes.** The cost of a mistake shall be seen as unplanned investment in the future. We shall investigate each non-conformance in order to understand how it happened and to learn how not to repeat it. As a tool the 4 M's shall be used. [Can the fault be corrected by the Man (by training), the Method, the Machine or the Material].
- **Delighting our customers.** We shall obtain feedback from customers to find out where we can do things better.
- **Underpromise, Overdeliver.**
- **Continuous improvement.** Our task is not only to do the job, but also to find a better way of doing the job.
- **An educated and trained workforce.** We will identify from our business plan our training needs and then supply them. Each person shall help by identifying his or her own strengths and weaknesses and by suggesting their training needs.
- **A safety conscious workforce, a safe environment and safe procedures.** Safety must always come first.
- **Clean and tidy process.** We shall keep our office, factory and site clean and tidy. Sites are our 'shop window' and our customers shall receive a good impression by the safe working, appearance and politeness of our site workers.
- **Involvement of our people in the company**