



1. Introduction

J K H Drainage Units Limited is a company which specialises in the manufacture and supply of precast concrete products and steelwork for the construction, water management and ancillary industries. J K H Drainage Units Limited sees itself as a high-end supplier and places particular emphasis on experience, capability, reliability, quality and customer satisfaction.

This Policy Statement Commits J K H Drainage Units Limited, it's management and employees to providing precast concrete products conforming to customer, contractual and regulatory requirements through the establishment, maintenance and implementation of an effective Quality Management and Factory Production Control System.

This manual defines the policies, processes and procedures that J K H Drainage Units Ltd will adopt to ensure conformity to requirements, and to drive improvement in both the business processes and the products supplied.

Quality objectives consistent with this policy have been established and performance levels will be monitored.

2. Quality Policy

JKH Drainage Units Limited recognize that the disciplines of quality, health and safety and environmental management are an integral part of its management function. The Organization views these as a primary responsibility and to be the key to good business in adopting appropriate Quality standards. JKH Drainage Units Limited Quality policy calls for continuous improvement in its Quality management activities and business will be conducted according to the following principals:

- Customer focus: As an organization we have made a commitment to understand our current and future customer's needs, meet their requirements and strive to exceed their expectations.
- Leadership: Our top management have committed to creating and maintaining a working environment in which people become fully involved in achieving our objectives.
- Engagement of people: As an organization we recognize that people are the essence of any good business and that their full involvement enables their abilities to be used for our benefit.
- Process approach: As an organization we understand that a desired result is achieved more efficiently when activities and related resources are managed as a process or series of interconnected processes.
- Improvement: We have committed to achieving continual improvement across all aspects of our quality management system, it is one of our main annual objectives.
- Evidence based decision making: As an organization we have committed to only make decisions relating to our QMS following an analysis of relevant data and information.
- Relationship management: JKH Drainage units Ltd recognizes that an organization and the relationship it has with external providers are interdependent and this mutually beneficial relationship enhances the ability of both to create value.
- Our policy is also to meet the requirements of other interested parties and in meeting our social, environmental, charitable, regulatory and legislative responsibilities.
- Follow a concept of continuous improvement and make best use of its management resources in all Quality matters.
- Communicate its Quality objectives and its performance against these objectives throughout the Organization and to interested parties.
- Take due care to ensure that activities are safe for employees, associates, subcontractors and others who come into contact with our work.

Signature:

Daniel Prince
Managing Director (Responsible for Quality)

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