

Quality Policy

Thomas Graham & Sons Limited is committed to a continual quality improvement programme.

We view the Quality Management System as an essential company framework to gain competitive advantage as well as reinforcing and enhancing customer satisfaction and improving the company's reputation and image.

The quality management system is assessed by LRQA to meet international standard ISO9001

The scope of the quality management system includes:

“Stockholding and distribution of ferrous and non-ferrous pipe, fittings, bar and sections. Stockholding and distribution of industrial, building and construction products and consumables, workwear and PPE, hygiene product and welding plant & consumables. Repair of power tools and welding plant including hire of welding plant, washroom services and stores management facilities”. There is no design aspect to the business operation and as such, clause 8.3 of the standard ‘Design and development of products and services’, is an exclusion.

Through training, investment and continuous improvement we are committed to supplying our customer's high-quality products and service. To achieve this, our aim is for the on-going improvement of our management processes to improve our services which include regular reviews of:

- The context of the organisation and the business environment
- PESTLE & SWOT analysis
- The needs of interested parties who are affected by the organisation
- Setting and monitoring quality objectives that meet the needs of our customers' requirements
- Monitoring customer perceptions
- Staff competence and awareness to continually develop the expertise and professionalism of our people

This policy is approved by the directors of the organisation and is supported by all staff within the organisation; all personnel are guided by the contents of the quality management system.

QUALITY MANUAL		
ISO 9001:2015	Doc03.2015 Revision: 3.1	Effective Date: 02/22