



# ANCHOR

QUALITY POLICY

“Our policy is to achieve and maintain a high standard of quality in all aspects of operations and to continually satisfy the expectations of our customers in respect of all the services offered”.

Anchor Pipework Limited ('Anchor') was established in 1983 and provides first class mechanical and electrical services, to industrial, commercial and domestic clients across the South of England, South Wales and the Midlands. We provide bespoke solutions to best suit our customer requirements, ensuring best value is achieved at all times. Offering a one-stop shop from design to installing and maintaining their mechanical and electrical systems.

At Anchor we ensure that the needs of our customers are clearly understood and met through close liaison at all stages of the work. All work is conducted to a high professional standard with technical and commercial integrity. We are fully committed to achieving our quality objectives by operating within our own quality management system to ensure adverse risk is avoided/reduced and that all areas of our operation run smoothly and effectively to the benefit of our customers and our business.

Anchor maintains to its customers that:

- The Quality Policy is upheld and supported by Anchor's management at all levels
- The Quality Policy adheres to ISO 9001:2015
- Staff responsibilities and duties are clearly identified and communicated
- Staff are appropriately trained to enable them to undertake their tasks in accordance with our Health & Safety Policy and Environmental Policy; and in compliance with industry codes, standards and regulatory requirements
- Sufficient resources are provided to facilitate the work
- All appropriate documentation is maintained, controlled and archived
- Customer feedback is actively sought to enable us to continually improve
- Periodic audits and inspections are undertaken using recognised standards and the data used to ensure that continual improvement activities are based on objective data/information
- Staff performance is reviewed to ensure that standards are maintained and good practise is shared amongst our team

We hereby confirm this policy applies to all directly employed Anchor staff as well as staff who may be employed on a sub-contract basis.

The Managing Director has overall responsibility for this Quality Policy and verifying the implications and application of it within Anchor.



**Name:** Ian Paxton

**Position:** Managing Director

**Date:** 1 March 2019