

BACKGROUND

Morgan's of Usk Limited is a key supplier in the structural steelwork industry in the UK. Our business encompasses the design, supply, manufacture and installation of structural steelwork projects for the public and private sectors. Products manufactured include portal frames and structural high-rise buildings for both the industrial, public and commercial sectors.

The company operates from two permanent facilities in the South Wales and this policy applies throughout the organisation, including our on-site operations.

The purpose of the policy is to confirm our commitment to meeting or exceeding the quality standards expected by our customers in the delivery of the products and service we provide.

Our quality system is based on the requirements of BS EN 1090-1: 2009 +A1: 2011 and BS EN 1090-2: 2018, qualified to provide structural steel products accredited to Execution Class 3. Our Factory Production Control (FPC) manual sets out the company's procedures from design through to despatch of the finished fabrications.

OBJECTIVES

Our quality objectives are to:

- Use the quality management system to measure and achieve best practice outcomes across the organisation;
- Ensure our customers' requirements are consistently met, providing excellent service;
- Ensure continuous improvement.

POLICY

To implement this policy we focus on the needs of our business with particular reference to consistently meeting our customer requirements and statutory obligations. Our quality management system provides a mechanism for detecting system shortfalls and for stimulating process improvements.

MOU Limited adopts procedures and disciplines to ensure:

- The system is effectively implemented by undertaking relevant skills training and conducting appropriate quality awareness training;
- Responsibilities for quality are established by communicating clearly to all employees;
- The policy and procedures continue to be appropriate by initiating regular review to check effectiveness and ongoing relevance;
- The needs and expectations of our customers are regularly reviewed and continuous improvement activities are initiated to meet these expectations, with our emphasis being on "Right first time".
- Any complaints or non-conformances are immediately rectified to our clients' satisfaction, and root causes investigated to ensure there is no reoccurrence of the issue

Signed A. Morgan

Date: 18/09/2024

Andrew Morgan - Managing Director