



MANAGEMENT POLICY STATEMENT

1.2.1

The Senior Management Team recognises that continually improving the quality of products and services is essential to success in business

1.2.2

ICM (Plastic Moulding) Ltd is committed to providing products and services to its customers which meet all their requirements and expectations.

1.2.3

To satisfy the above requirements, the Company will develop, implement, enforce and provide resources to establish, maintain and improve an effective management system that satisfies the requirements of BS EN ISO 9001:2015 and will include:

- Compliance with contract requirements and the relevant product technical specifications - however specified by the customer.
- Timely delivery of product and services of consistent quality.
- Minimal waste and re-work.
- Effective after sales service.
- The identification of quality problems, associated corrective/preventative actions and a commitment to continual improvement.
- Increasing customer satisfaction and the continual enhancement of the company's reputation.
- This Policy will be communicated both within the organisation via the Notice Board and to relevant interested parties as appropriate and upon request.

The company recognises the importance of its employees in achieving its business aims and therefore operates a system of training within the documented Management System to ensure that the necessary skills, motivation and empowerment exist at all levels to support Company Policy, business and process/product quality objectives.

This policy is approved by the undersigned and is supported by all the levels of management within the organisation. All personnel shall be guided by the contents of the quality management system and no deviation from the methods and procedures set down shall be permitted.

Signed  Operations Director

Date Reviewed 14th May 2020.....



MISSION STATEMENT

It is our mission to continually improve our business activities, our products, services and Quality Management System.

To strive and produce cost effective solutions to the benefit of all stakeholders, our employees, external customers, suppliers and both local and global communities.

Targets for improving customer satisfaction will be set and monitored by Senior Management.

This policy is approved by the undersigned and is supported by all the levels of management within the organisation. All personnel shall be guided by the contents of the quality management system and no deviation from the methods and procedures set down shall be permitted.

Signed

A handwritten signature in blue ink, consisting of several loops and a long horizontal stroke at the end, positioned over a dotted line.

Operations Director

Date Reviewed

.....14th May 2020.....