

# Polypipe Building Products

## Quality Control Policy

**Our vision is to be the leading manufacturer of plastic piping systems for the construction industry with unparalleled customer satisfaction..**

In order to attain our stated purpose, we will actively encourage all colleagues to ensure they contribute towards a healthy and safe work environment at all times, whilst focusing on the achievement of agreed objectives and remaining a 'safe, healthy & environmentally aware team'.

We will recruit and retain the right people, offering opportunities for development and promotion. We will review skill and knowledge gaps, training needs and develop succession planning in a business where 'people are making a difference'.

We will employ a structured cycle of process improvement across all areas ensuring production and delivery targets are met and 'quality products are made efficiently'.

We will meet and exceed our customer expectations by measuring deliveries complete and on time in full and will strive for zero customer complaints. We will understand our customer and their needs and will be polite and courteous whilst maintaining Polypipe as the 'supplier of choice'.

### Key goals:

Safety, Health & Environment:

- Everyone will work towards improving safety performance
- Everyone will work towards improving the health of our people
- Everyone will work towards reducing their own and the company's impact on the environment

Our People:

- Will be capable and committed
- Will be proud to be part of Polypipe
- Will have skills for the future

Product & Process Excellence:

- We will consistently deliver the best quality product
- We will follow our processes and procedures
- We will review and improve our processes and procedures to be the most efficient manufacturer in our markets
- We will meet production & delivery targets

Customer Satisfaction:

- We will know our customers both internal and external
- We will meet and exceed our customers' expectations
- We will ensure all customer points of contact are professional and friendly

We will ensure our products satisfy applicable requirements and a Quality Management System will be maintained in accordance with BS EN ISO 9001 which we will strive to continually improve.



**Matt Williams**  
Managing Director – Polypipe Building Products

**Date:** May 2023  
**Next Review:** May 2024