



## Capital Group of Companies Quality Policy

**Capital Coated Steel Ltd - Brunel Steel Services Ltd - Macward Steel Slitting Services Ltd**

Capital Coated Steel is dedicated to being the leader in the market of supplying pre-finished ferrous and non-ferrous metals, providing Quality product and service which meets or exceeds the expectation of the customer.

The staff at Capital Coated Steel are committed to Quality performance. We intend to achieve it by team work through encouraging quality responsibilities among all employees through standards, education, training and coaching, supervision and effective communication.

Top management is committed to Quality performance and intend to achieve it by team work and a process of continuous improvement of the QMS, by ensuring the risks and opportunities that can affect conformity of product and services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.

We will manage our activities and resources as a series of planned processes to produce the right product, at the right time with minimum wastage, while seeking to maximise efficiency.

We will ensure that the quality objectives are established for the QMS and are compatible with the context and strategic direction of the company.

We will measure performance with periodic review of targets and objectives in order to ensure continual improvement.

We will establish partnerships with suppliers and interested parties, addressing issues, needs and expectations to provide an improved service.

Our QMS is externally audited by BSI and has been certified as meeting the requirements of BS EN ISO 9001:2015. *Cert RS00287.*

This policy will be communicated to all staff and available to interested parties.

**Date: 25.09.2019**

**G.J.Hunt**  
**Managing Director**



RS00287