

Quality Assurance Policy Statement

It is the policy of Hill & Smith limited to give customer satisfaction by supplying products and services, which are fit for purpose and conform to all aspects of their specification, and therefore give low levels of complaint.

The BS EN ISO 9001:2008 Quality Management System Standard is welcomed as a means of assessing our continuing improvement in this aspect of our activities, and lessening our internal reject levels.

The Business Operating Manual is an important part of the Quality Policy, its purpose is to set out the organisation's structure, procedures which must be applied and people's responsibilities thereby ensuring that our products achieve the required specification.

The Company ensures that all new employees are made aware of this Quality Assurance Policy and the Business Operating Manual during their induction, thus ensuring that the entire workforce is aware of their responsibility and authority as defined in the Business Operating Manual. All necessary training in specific skills is undertaken by skilled trainers which may be subject to examination, testing and certification. Written work instructions are given where necessary to ensure conformance to specification.

The Management Team is committed to allocating resources to the training and development of staff, machinery requirements and quality/business systems thereby ensuring the continued development of our business programme for our products both now and in the future.

The Management Team is responsible for enabling and monitoring all Business Policies and the performance of the company. The Business Operating Manual, Business Policies, objectives & targets are reviewed on a regular basis.

Mark Tonks
Hill and Smith Limited
Managing Director

Alan Dean
Hill and Smith
Highway Barrier Division
Managing Director

Ian Darlington
Berry Systems and Top Deck
Managing Director.

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