

3.3.1 Quality Policy

Every member of Robert PD Frost & Co Ltd is dedicated to the pursuit of quality and excellence in providing our customers with flawless products and service.

We will supply products and services which fully conform to customer's orders and requirements and to ensure its Quality Assurance (QA) system meets and continues to meet the requirements of BS EN ISO 9001: 2008.

The Company's QA objectives are:


- To fulfil customer expectations and legal requirements.
- To supply high quality products.
- To provide the necessary organisation and resources.
- To employ helpful, skilled people to ensure an effective and efficient service.

These objectives are in line with corporate long-term strategies. These strategies consider quality improvement a key factor in enhancing long-term business performance and profitability. Quality is not seen as an option but as a business requirement.

The Quality Manual outlines the main elements of the company's Quality Assurance System.

The implementation of the Quality System is mandatory, but its success can only be achieved by the participation and commitment of everyone at Robert Frost. Each employee will receive full support to ensure the Quality System is understood, implemented and maintained throughout the operation of the business.

It is our responsibility to ensure the Quality Assurance System functions correctly and its effectiveness is optimised through monitoring, control, audit and review.

Signed : 
Managing Director

Date: 29/09/09