

## **2. Total Quality Management**

Apex Stainless Fasteners Limited promote an integral management system founded on a company culture of Total Quality Management (TQM) dedicated to customer sales/action.

Our Statement of Quality Policy is below, and our excellence is measured by the quality of all our operations and in particular the achievement of 'Right First Time' in work undertaken and goods supplied.

### **Quality Policy**

The declared Company Quality Policy of Apex Stainless Fasteners Limited is that an efficient Quality Assurance System shall form an integral part of the Company's operation. It is policy to provide customers with value for money by the profitable pursuit of excellence in the services performed in the distribution and manufacturer of stainless steel and other metal fasteners, with an aim of enhancing customer satisfaction through the effective application of the system.

To achieve this the Company have formulated and documented a comprehensive quality system which involves all management and staff.

The overall objective of the Company is to consistently supply fasteners and related products which are totally fit for the purpose, meeting all specified customer and applicable regulatory requirements, thereby achieving complete customer satisfaction. Specific objectives for quality are determined and these are reviewed by the Company on a formal basis at regular intervals.

It is one of Apex Stainless Fastener's major objectives to meet as a minimum the requirements of the National Standard for ISO 9001:2015 and the quality systems and requirements of its customers and interested parties. The Company recognises the need to understand the internal and external issues that affect its ability to achieve its quality objectives, along with understanding the needs and expectations of all interested parties.

The company will continually review and update its systems, processes and procedures in order to achieve ongoing improvement, and to develop skills and abilities through a forward programme of training and resource planning.

The top management and leadership of Apex Stainless Fasteners Limited is fully committed to the implementation, operation and maintenance of this policy, and the achievement of its stated objectives.

## **Quality Objectives**

1. To improve service/quality such that credit notes are required on no more than 3% of invoices raised.
2. To maintain a minimum 96% next day delivery service for UK sales.
3. To maintain 100% execution/delivery of all orders taken by 4.30pm on any working day by close of business on that day.
4. To maintain a product quality rejection rate of less than 0.01% (i.e. less than 1 in 10000 parts).

## **Financial Objectives**

1. To exceed the Branch budget for Sales and Gross Profit.



David Vahter

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