

Quality Policy

Scope: The design, manufacture of steelwork products and solutions for major projects in telecommunications, rail, highways and nuclear power stations. Examples include masts, towers, gantries, grillages, equipment and station platforms, refuges, walkways, brackets, pipe supports, ancillary power station steelwork, signage and steel foundation systems.

FLI Structures shall supply its customers with FLI products, in accordance with the specification and with no defects.

To achieve this, every person at FLI must play his or her part. FLI's policy is: -

- To set and monitor quality objectives and to achieve zero defects. Our products are installed in short time frames with safety and cost consequences if these time frames cannot be met (eg on rail and motorway closures or night time working) so we must be 100% right on every occasion.
- To have harmonious internal customer supplier relations throughout the company. We check what we are given. We make sure our internal supplier has given us the correct product or documents before we work on them. We check our own work and make sure it satisfies the next person in the process who is our internal customer.
- To learn from our mistakes. A non-conformance or a customer complaint shall be viewed as an investment in the future. We shall investigate each non-conformance in order to understand how it happened and to learn how to avoid repeating it. As a tool, the 4 Ms should be used 'was it the Man (training), the Method, the Machine, or the Material?'
- To use our customer's knowledge. We recognise their expertise and seek feedback from our customers to improve our products and service.
- To promote continuous improvement in FLI's products and designs. We shall improve FLI's products by reducing the cost of our designs and by increasing their value to the customer.
- To promote continuous improvement in our working methods. Our job is not only to do the task, but to find a better way of doing it.
- To have an educated and trained work force. We will identify our training needs from our business plan, and then supply them. Each person shall help by recognising their own strengths and weaknesses and suggesting their own training needs.
- To design safe products and promote a safety conscious work force in a safe environment with safe procedures.
- To involve our people in the quality of our company.

FLI's culture is expressed through the above policy and by its adherence to the procedures of its Quality Management System that conforms to BS EN ISO 9001 : 2008.

Signed



Bill Haley, Managing Director

Date: 4th March 2014

A written copy of this policy has been given to all staff and to new employees as part of their induction to FLI. Copies are displayed on notice boards. All issues or part issues of the Quality Procedures contain this policy statement on the first page.