

QUALITY POLICY

ABN Scaffolds LLC is committed to providing exceptional customer service. Efforts are being made to implement a quality management system that will ensure that the quality of our products and services always exceeds customer expectations and is continually improving. This will be achieved by effectively implementing a quality management system.

Our Belief

- ❖ The success of our business depends on the satisfaction of our customers.
- ❖ We are providing value through a process-oriented and systematic team approach.
- ❖ Continuous process improvement is essential to our company and our customers.
- ❖ Our suppliers are our partners in producing quality products.
- ❖ Training is a necessary investment that is required for continual improvement.
- ❖ Our quality system is based on the principle of prevention.
- ❖ Our organization's success depends on trained, committed, and involved employees who work together for the same goal.

Our Goal

- ❖ Adapting excellence in everything we do.
- ❖ Emphasis on enhancing customer experience.
- ❖ Being innovative.
- ❖ Powerful methodology for solving problems and/or reducing costs while maintaining or improving performance and quality requirements.
- ❖ Investing in new technology.
- ❖ Continually developing the expertise, professionalism and integrity of our people.
- ❖ Using and developing Quality Objectives and key performance indicators.
- ❖ Strict compliance to applicable standard and regulations for all our activities.
- ❖ Optimizing cost through maximizing productivity.
- ❖ Recognition of total involvement and participation of the entire workforce.

Our path

- ❖ The senior management shall lead by example visibly uphold the principles of the policy.
- ❖ Understanding and fulfilling the customer requirements and achieving customer satisfaction by effective communication and implementation of the policy.
- ❖ Control non-conforming products and activities through a well-developed corrective and preventive action process based on systematic root cause investigation.
- ❖ Self-regulation shall be prompted and Quality Management System responsibility shall be specifically communicated to all concerned and clarified to ensure proper understanding.
- ❖ Comply with all legal requirements, local regulations and contractual obligations.
- ❖ QMS performance shall be monitored periodically.
- ❖ Quality Management system shall be established, documented, maintained and continually improved in line with ISO 9001:2015 requirements.

This policy shall be reviewed periodically.

Peter Andrew Clarke
Managing Director

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