Quality Policy

This is the policy of A R Manley & Son who design, manufacture, supply & install a range of new or replacement joinery products including ancillary items and services where specified on a large range of buildings (including industrial, commercial, local authority, educational, medical, residential and private premises) and the refurbishment of existing joinery including within listed buildings.
This policy applies to the management of our activities currently defined under the scope above.

All of the business' processes are to be defined, monitored, reviewed, facilitated, controlled and improved in-line with the requirements documented within our management system and as set out within ISO9001:2015.
As part of this process approach opportunities for improvement of the business processes will be undertaken when appropriate to ensure the needs and expectations of our customers and interested parties are fulfilled or exceeded and any applicable product or service requirements/regulations are met.
The Company will establish our processes and procedures in a way that assists in the realisation of the needs and objectives of the business. Staff have an obligation to follow and conform to these processes and procedures and to make recommendations for improvement.
Management system monitoring and improvement will include the establishing of objectives communicated throughout the business and review of our performance to the current defined objectives will be documented within the management review process.

A copy of this document will be available on our web site and will also be made available to staff, customers and interested parties on request.

Fred Manley
Managing Director

Date: 15th December 2021
Reviewed 22 June 2023