



Quality Policy

F. Ball and Co. Ltd. is a manufacturer and designer of flooring adhesives and floor preparation products for the contract flooring industry.

The Company recognises that the integration of the principles of quality management into the Company's business processes is fundamental to the achievement of its quality aim and with respect to its strategic direction and the context of our organisation. This includes total customer satisfaction.

This policy provides the framework against which quality objectives and improvement targets can be set and monitored.

In this way the Company will develop a management culture that supports a sustainable and high quality of product and service to all customers, both internal and external.

In particular the Company will:

- Maintain business processes that are clearly focused on customer needs.
- Operate business processes in such a way as to prevent quality deficiencies and to minimise cost and waste within those processes and satisfy applicable requirements.
- Comply with all requirements and continually improve the effectiveness of the quality management system
- Improve the awareness and understanding of risks to quality through effective dissemination of information and training of the workforce.
- Listen and respond to communications from those who are affected by the Company's operations both from employees and others with a direct interest in its quality performance.
- Involve and encourage all employees to strive for continual improvement.

To facilitate the implementation of this policy a formal quality management system which meets the requirements of British Standard BS EN ISO 9001 is in operation.

The Company will communicate this policy to all employees and ensure they are given appropriate training to both understand the policy and raise awareness of quality issues.

The policy will be made available to all interested parties ensuring that it remains in line with their needs and expectations

The policy will be reviewed at least annually, or following organisation or legislative change, to ensure that it remains effective.

Mark Hughes
Managing Director
3rd October 2023