



Thurston
group limited

Quality Policy

It is the policy of the Thurston Group to achieve business success by ensuring that our products and services always meet or exceed our customer's expectations.

This policy is applicable to all manufacturing and installation sites under Thurston Group Limited control.

Our Quality Objectives

As part of our commitment to comply with our quality related requirements our management systems are continually assessed and improved, in line with our overall aims to:-

- Meet our customers expectations and needs by meeting key requirements
- Use benchmark standards of industry best practice in the management of quality
- Comply with our legal and contractual obligations and duties
- Deliver contracts on schedule
- Use Key Performance Indicators (KPI's) to measure performance

Our Quality Objectives provide the framework of our quality policy and are established and reviewed as part of our management review process. Each objective is substantiated in our QMS through auditable evidence.

Our Quality Strategy

Our quality management system is based on the following key strategies which we apply throughout our organisation in order to manage individual and team performance:-

- Encourage a philosophy of continuous improvement
- Effective policies, motivational leadership and visible senior management commitment
- Effective organisation with clearly defined management structures.
- Clear accountability established through the delegation of well defined roles and responsibilities
- The setting of challenging but realistic goals and standards for individuals and teams
- The formulation and implementation of effective quality control, processes and procedures
- Planned inspections of work activities during the pre-process and post-process phases
- Regular and proactive quality performance auditing, monitoring and review

Jonathan Petch.
Chief Executive
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