

Westwood Pipelines T/A Egeplast UK are committed to delivering its objective of achieving total customer satisfaction through both the manufacture and supply of polyethylene pipelines and fittings to the market.

*Westwood Pipelines T/A Egeplast UK defines quality as continuously meeting or exceeding customer requirement and expectation in both product and service.*

To achieve this, we will ensure that we will conduct our business in a safe, efficient and ethical manner that enhances a business partner relationship between Westwood Pipelines and all customers and suppliers.

We aim to achieve an outstanding level of service by:

- Having committed employees, who develop themselves professionally and personally.
- Produce products that are the desired quality with the help of modern production facilities.
- Providing advice and solutions based on what the customer requires, and where possible offering cost savings.
- Keeping the customer informed if delays or problems occur.
- Providing a fast, reliable and competitive service to all our customers.
- Adopting best practice.
- Comply with obligations and legal requirements.
- Identifying, creating and applying measurable and achievable targets for performance improvements.
- Providing resource to achieve our goals.
- Promoting continual improvement
- Communicating and consulting with all stakeholders regarding Quality management.

We are committed to being the preferred source of product for the utility industries that we serve including: water supply, drainage, irrigation and related industries. We aim to set standards for others to follow by using trained staff and quality products, for both manufactured and purchased products and by using only approved suppliers.

The organisation and procedures we have adopted have been structured on ISO9001:2015 and are documented in the QD01 - Quality, Health and Safety, Environmental Management System Manual of the Company.

The company is committed to continual improvement and to help achieve our objectives the management will review the policy on an annual basis.

Signature:



Position:

MANAGING DIRECTOR

Date:

7/3/2022

Review date:

7/3/2023