

**QM1 - QUALITY POLICY***Policy Reviewed - Changes to job titles and responsibilities*

Filon is an established market leader for GRP (glass reinforced polyester) sheets produced by a continuous lamination process within the UK. The company is well respected and the Filon name represents quality and high standards.

The Management of Filon Products Ltd is committed to supplying quality products and providing customer satisfaction. This is in part achieved by having short runs and good fast service. Quality products are those which are fit for purpose and not only meet both the requirements agreed with the customer and the performance standards set by this Company but also where applicable certain BS & EN standards. Our mission is to maintain our standing in the market by offering the best quality, service and technical support with value for money.

The Quality System is a means for ensuring customer satisfaction and we have refined and extended the system in accordance with the requirements of **BS.EN.ISO 9001**.

All employees at all levels should adhere to the Quality System and in so doing should contribute to the quality requirements of the Company. In addition, all employees should participate in the process of continual improvement of both the Quality Management System and Company. Any improvements should be highlighted via corrective actions and suggestion schemes.

The Managing Director has overall responsibility and is committed to the successful implementation of this Quality Policy.

The Quality Systems Manager, a Quality Management Representative, is responsible for maintaining the effectiveness of the Quality System, ensuring the routine monitoring, management and achievement of set objectives and their consistency with this quality policy.

**Mark Wilcox**  
**(Managing Director)**