

Quality Management System Manual

Quality Policy

The Policy is reviewed during the Management Review, Cases of Customer Complaint, Change to Objectives & Targets and Change to Processes to ensure "fitness for purpose". It is available to all staff as well as interested parties on request.

It is the objective of Robert PD Frost & Co Ltd to provide direct customers or other interested parties product and service levels commensurate with their expectations for Design, Development and Manufacture of Injection Mould Tools, Production and Assembly of Injection Mouldings. In order to achieve this, the company has developed a Quality System based on the requirements of ISO 9001:2015, and utilising the eight principles of management.

Customer Focus	By effective communication and review of service levels by monitoring internal performance based on customer and interested party feedback or complaints.
Leadership	Providing the necessary authority level, expertise, training and competency to ensure that process owners are able to manage the customer or interested party requirements, staff expectations and the business needs.
Involvement of Interested Parties	The quality ethos is communicated, understood and implemented throughout the company by staff communication and development, in meeting requirements and continual improvement for all levels of the company.
Process Approach	To ensure that the company provides and maintains a safe and healthy working conditions, equipment and systems of work for all our employees, and to provide such information, training and supervision, as they need for this purpose.
System Approach to Management	The planning, review and improvement of resources, staff, infrastructure and product to ensure that customer expectations can be achieved.
Continual Improvement	By the measurement and monitoring of processes and product to facilitate the implementation of corrective, preventative and improvements framework for establishing and reviewing quality objectives.
Risk Based Approach to Decision Making	The suitability and effectiveness of products, services, policies, objectives and service levels using the necessary review tools including audit, competency review, skills analysis, risk analysis, risk assessment, legal, statutory and other requirements in decision making.
Mutually beneficial relationships	Building the necessary working relationships with suppliers, customers and other interested parties to achieve the required customer service levels.

The management and staff are committed to the pursuit of total customer satisfaction through the clear understanding of customer expectations and requirements. The Company Quality Standards reflect and conform to the goal of ensuring defect free work and products on time every time.

The Managing Director has the responsibility for co-ordinating the company Quality Management System, by the implementation of specific checks and audit routines as necessary, to provide feedback information and will instigate preventative and corrective action as required.