

# Brannan policy document

## Quality policy

S. Brannan & Sons are committed to the implementation and maintenance of an effective Quality Management system that meets the requirements of BS EN 9001.

The Company has a proud reputation for delivering quality products and is totally committed to understanding and meeting the needs and expectations of all our customers.

In order to achieve this objective, S.Brannan & Sons Limited will:

- actively promote the philosophy that quality is the responsibility of every employee and that customer satisfaction is paramount.
- conduct our business in a professional and ethical manner.
- deliver products and services on time and at the agreed price.
- ensure the quality of products and services through structured staff training and development
- make informed business decisions based on data gathered from our processes.

The Company will comply with all relevant legislation and customer standards and conduct a regular review of its quality management system with the aim of continuous improvement in all aspects of its operations.

This policy is available for customers and members of the public on request or via our website: [www.brannan.co.uk](http://www.brannan.co.uk).



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Managing Director

24th July 2023

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Date