



STONEGATE

QUALITY POLICY

Stonegate was established in 1985. The current structure trades as two entities, **Stonegate Precision Tooling Ltd** and **Stonegate Tooling LLP** trading as Kleanstone. Stonegate Precision Tooling Ltd provides tools and ancillary equipment to the Stone Industry while Kleanstone supplies and hires stone cleaning equipment and associated consumables. The company is based in Melton, near Hull and employs 30 staff.

Quality is important to our business because we value our customers. We are committed to providing our customers with products and services which meet and exceed their expectations whilst being dedicated in promoting continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business: -

- Regular gathering and monitoring of customer feedback.
- Customer complaints procedure.
- Selection and performance monitoring of our suppliers.
- Training and development of our employees.
- Regular audit of our internal processes.
- Measurable quality objectives which reflect our business aims.
- Management reviews of audit results, customer feedback and complaints.

Our internal procedures are reviewed regularly and are available in a Quality Manual which is accessible to all employees.

This policy is on display within the business and can also be found on the company server.

Although the Managing Director has the ultimate responsibility for Quality, all employees have a responsibility within their own activities to ensure that a Quality culture is developed throughout the organisation.

Signed: 
Graham Hazell (Mar 4, 2022 13:56 GMT)

Position: MANAGING DIRECTOR

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Quality Policy Doc

Final Audit Report

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