Quality Assurance Statement

Owen Fabrications Ltd has a policy to supply and install all goods and services to the highest standards.

- It is our policy to do all that is reasonably practicable to:
- Make Owen Fabrications' customer experience simpler through easy customer-interaction, stock availability and provision of customer support
- Meet our customer requirements through senior management ensuring adequate resources are provided for service delivery to both internal and external customers
- Senior management regularly review quality policy and objectives and add/modify/remove them, as appropriate, to drive continual improvement of quality
- Issues also considered in day-to-day business decision making processes and communicated to all personnel
- Recruit, maintain and retain a highly skilled, trained, health-safety-environment aware team of employees, sub-contractors, and suppliers
- Set-up, use and review 1090 Business Management System (Owen Fabrications-BMS) to enable continual improvement for Owen Fabrications, its customers, suppliers, stakeholders and interested parties (e.g., provide competitive products and service to exacting customer requirements)
- Use IT as a powerful business improvement tool alongside BMS to drive continual improvement for Owen Fabrications, its customers (internal & external), suppliers, stakeholders & interested parties
- Work collaboratively and flexibly with Owen Fabrications personnel, customers, sub-contractors and suppliers to meet customers' expectations, statutory, regulatory, applicable legal and other subscribed requirements including those that relate to Quality, Health & Safety and Data Protection (All Owen Fabrications Ltd. employees and sub-contractors shall adhere to the FORS Standard, CE/UKCE Marking Standard, Quality Standard, Health & Safety Standard, Data Protection / General Data Protection Regulation (GDPR) Standard)
- Regularly review this policy for suitability and communicate it to all personnel, as appropriate
- Provide for the effective use of resources
- Ensure all work is completed to the highest standards
- Only supply goods from high quality sources
- Check all works, goods, and services for high standards before signing off to the client

In particular, it is our policy to:

- Have all works signed off by our client's most senior representative prior to handover
- Have a formal complaints procedure in place, which is dealt with by the Managing Director, to ensure customers receive the high standard of workmanship they expect
- Ensure that agreed standards when contracts are exchanged are upheld in all elements of the works

Name: James Doherty

Position: Managing Director **Date :** 1st January 2026

Signed:

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