

1 Introduction

Jade designs, develops, and manufactures machines, tooling and fabrication solutions for the UK window and door industry. We recognise the importance of delivering quality products, services and customer satisfaction and have established the quality policy to be consistent with the purpose and context of our organisation. It provides a framework for the setting and review of quality objectives in addition to our commitment to satisfy customers, regulatory and legislative requirements, as well as our commitment to continually improve the Jade quality management system.

2 Company Vision:

The market leading supplier of precision tooling and specialist machinery to systems professionals and fabricators in the UPVC and aluminum windows and doors industry. We will do this through:

- Embedding our position as the market leading supplier to the UK UPVC industry.
- Becoming the market-leading supplier to the UK aluminium industry.
- Developing solutions and driving business growth internationally.
- Driving business growth in the supply of specialist production, automated and bespoke machinery packages, supported by a spares service and technical assistance.

3 Customer focus:

We are fully committed to understanding our current and future customer needs and aim to meet their requirements and exceed their expectations.

4 Leadership and objectives:

The senior management team set and monitor quality objectives annually as part of a broader company scorecard. These objectives are regularly reviewed, and information is cascaded to staff via management briefings, employee engagement activities and 1-2-1s.

5 Engagement of people:

We recognise the importance of our employees to the organisation, and their engagement in the effective operation of our business enables us to achieve our quality objectives.

6 Process approach:

We understand that a desired result is achieved more efficiently when activities and related resources are managed either by a singular or connected process.

7 Improvement:

We are committed to continual improvement across all aspects of the quality management system.

8 Relationship management:

We recognise that we have an interdependent and mutually beneficial relationship with our external partners which allows both to create value. Our quality policy is aimed at meeting the requirements of other interested parties and their environmental, social and governance (ESG) requirements.

The policy has been communicated with all employees and regular updates on quality issues are discussed throughout the year. Our employees are expected to understand what the quality policy means to them as it affects their role within the company. It is displayed on company noticeboards and is available for reference within the company's systems.

Authorised by: Adam Jones (Director):



Gareth Davies (MD):

