

Quality Policy

Stephens & George Limited is pledged to consistently provide products which conform to the specified requirements of its Customers, the Company and any applicable Statutory or Regulatory Body.

The Company will seek the active participation and co-operation of its staff at all levels to maintain measurable, accountable Quality Assurance. On induction all staff are informed of all Company Policies, (Health & Safety, Quality and Environmental.)

The Company has prepared and documented a Quality Management System, which aims to meet Customers' requirements, by controlling all of the processes employed and thus preventing errors.

The company sets out Quality Objectives that are reviewed on a regular basis.

The Quality Assurance programme of Stephens & George Limited seeks to address, as a minimum, the requirements of ISO 9001:2015 and is adhered to by every member of staff, at all times.

Particular emphasis is given to continuous improvement and a philosophy of prevention, rather than correction. On the anniversary of commencement of employment, we have introduced annual re-training for all employees on processes, environmental policy and mandatory workplace requirements, e.g., Health & Safety. This is further consolidated by the Stephens & George Limited Training System which seeks to promote personal betterment for all employees.

The QMS has also taken into account environmental considerations with the Company's certification to ISO 14001-2015 and the FSC/PEFC international standards providing a formal environmental approach to quality management.

We have been members of FSC/PEFC international organisations since 2007 which provide a formal environmental approach to quality management and is a stewardship of all European forests.

We firmly believe that accreditation to ISO 9001:2015 is essential in achieving Customer satisfaction, continual improvement and the growth of the Company and the protection of our planet.



ANDREW L G JONES
Group Managing Director

15th January 2023