



Quality Policy

Harlow Group is a family managed independent business established for over 90 years. Harlow Group is primarily engaged in the design, preservative treatment, painting, manufacture, storage, sales and distribution of timber, panels, products, engineered timber products, timber frame and prefabricated timber buildings parts.

Our Quality Policy is to:

- Operate in line with the requirements of our ISO 9001: scheme.
- Measure business performance in terms of quality & customer satisfaction.
- Satisfy applicable, regulatory, and statutory regulations.
- Commit to continual improvement of the quality management system.
- Review this policy regularly.
- Provide a framework for establishing and reviewing quality objectives.
- Communicate this policy to all persons who work in, and on behalf of, the Harlow Group.
- Make this policy available to the public and other interested parties through our website.
- Achieve our Quality Objectives (below)

Good Practice Guidelines:

- To agree any variation to contracts before proceeding.
- To provide the resources (labour, knowledge, and time) required to make a successful product.
- To demonstrate transparency to customers.
- To act pro-actively on behalf of customers.
- To handle complaints in a fair and systematic way.
- To use the Management Review meeting to:
 - Set and review quality objectives.
 - Review this policy.

Quality Objectives: 2021/22

- To reduce the number of Credit Notes, Damaged Goods, Goods Not Received by Customer and Wrong Goods Supplied by increasing and improving where necessary the load checking procedure.

P.V. Harlow
Director
1st November 2021

Review: February 2022