



# Quality Policy

QU PO 01

Issue 7

Window Widgets Ltd supplies market-leading products and services within the fenestration industry, under two brands 'Window Widgets' and 'Residence Collection'.

Our intention is to provide superior quality products that our customers recommend, that our employees are proud to produce, and for long-term partnerships within the industry, to make the manufacturing and fitting of windows, doors and conservatories just that little bit easier.

The Directors are responsible for ensuring that this Policy is implemented and all employees have a responsibility to ensure that the objectives are achieved.

In order to achieve the Policy, we will:

- Develop effective processes to ensure delivery of products and services which meet customer requirements.
- Evidence strong management involvement and commitment.
- Develop staff competency, accountability and empowerment.
- Drive continual improvement based upon appropriate measures, the monitoring of performance and customer feedback.

Window Widgets has implemented an integrated Quality Management System which meets the requirements of the following Standards:

- ISO9001:2015
- ISO14001:2015
- BS EN 12608
- BS EN 1090

Complying with these Standards is the responsibility of the entire team and therefore, we are committed to working with all stakeholders to support effective operation of the integrated Quality Management System and the achievement of specific objectives:

Objective	Target
Number of RIDDOR reportable accidents	0
Number of First Aid Accidents	0
Number of Near Misses Raised	20 pcm
Extrusion quality conformance	>95%
Injection Moulding quality conformance	>95%
On Time, In Full (OTIF) product delivery	>98%
On Time, In Full (OTIF) product received	>95%
Staff turnover	<25%
Customer Complaints (NCRs)	<1% of Sales Value

**Sarah Hitchings**

Sales & Marketing  
Director

**Heather Edwards**

Supply Chain &  
Operations Director

**Mike Hart**

Technical Director

**Gregory Pigott**

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