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Quality Policy Statement

ELSTEEL UK LIMITED is committed to total customer satisfaction, and compliance with regulatory bodies at all times, at maximum effectiveness and minimal cost.

Each employee is charged with the responsibility to meet customer requirements and continually improve quality in keeping with our objectives.

We recognise that employee development through involvement, training and effective communications is essential in maintaining the satisfaction of our customers.

We will continue to improve the ways in which we deal with our customers, employees, and vendors; we will contribute to the mutual business and personal success of all.

Senior Management will hold regular reviews to ensure quality objectives are met and subject to continual improvements.

At ELSTEEL UK we aim to:

- Understand our markets and customer needs and expectations and continuously improve our service to facilitate growth
- Develop our expertise and infrastructure continuously in order that we may offer the latest available technology to meet our customers' expectations and the ever changing demands of the market place
- Provide a high level of service to our customers with as minimum cause for complaint as possible
- Ensure that when complaints are received, they will be attended to in a timely manner with a view to eliminate the root cause and prevent recurrence
- Maintain a healthy constructive work environment that enables personnel to produce optimal output
- Continually comply with the requirements of ISO 9001:2008 and improve the effectiveness of our Quality Management System