

TM STEELS QUALITY MANAGEMENT SYSTEMS

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TM Steels recognises that quality is an essential element of our business which provides the company with its continued growth and success. It is the intention of TM Steels to consistently exceed the requirements and expectations of our customers regarding quality, cost and delivery using the following;

Operating and maintaining a quality management system meeting the requirements of ISO 9001:2015 and consistently meeting the quality assurance standards expected within our operating market and individual customer approvals and expectations.


Providing our customers with products and services which fully meet their specified requirements and expectations, whilst complying with relevant regulations, codes and standards.

Responding to customer requirements, expectation, feedback and complaints to ensure their satisfaction.

Operating a programme of continual improvement in all aspects of quality, service and operating efficiency by setting measurable objectives and targets. Objectives are measured quarterly, and the management of TM Steels is committed to active participation in the implementation and regular review of the quality management system to ensure that it is in line with current business objectives and customer requirements, which encourages success through continuous improvement.

Promoting and encouraging employee participation and involvement at all levels within the business and providing feedback with regards our objectives and targets which enable our employees to meet quality requirements by striving to produce and achieve good work first time.

To actively promote, encourage and develop close working partnerships with both customers and suppliers.



Richard Hemingway

Director



Jamie McConaghy

Director



Amy Walters

General Manager

For and on Behalf of TM Steels Limited



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