



Quality Policy

Ferndown Finishing is committed to the provision of coating and finishing of metals and associated treatments that complies with the requirement to achieve customer satisfaction.

We operate a strict quality system compliant to ISO 9001. Our system is supported by comprehensive work instructions, systematic chemical analysis and thorough staff training.

All policies and procedures have been structured to meet the requirements of ISO 9001. The team is aware of the business commitment to quality and are required to observe quality requirements at all times. All company personnel are trained and competent to carry out their duties.

Ferndown Finishing gives careful attention to customer needs, as defined in contract purchase orders, including: timely service, competitive prices and service quality and by continual improvement of the effectiveness of our quality management systems. This is endorsed by:

- i. Defining and reviewing quality objectives*
- ii. The provision of a documented quality system*
- iii. Internal and external audit at regular intervals*
- iv. Regular review of the quality systems*