



Quality Policy

Gepa Ltd was established in 2017. Provides design, production and installation services for all types of structural steelwork and architectural metalwork to a wide range of housebuilder, infrastructure and private clients across the UK.

We are able to manufacture and install various architectural metalwork including staircases, fire escapes, galvanised steel staircases, access ladders, stainless steel balustrade, mild steel balustrade, frameless glass balustrade, juliette balconies, steelwork plus much more

We have a high level of repeat business, and always try to exceed customer expectation by providing products and services that fully conforms with our customer requirements. We are committed to the requirements of ISO 9001 and to the continual improvement of our quality management system.

To meet our objectives Gepa Ltd will:

- Ensure that it meets the needs and requirements of the customers and will seek to continually improve our service.
- Strive to improve and enhance its performance by setting objectives and targets, which are continually reviewed to ensure they are understood, acted upon and met.
- Provide training, support, resources and encouragement to all employees to ensure they realise their full potential in meeting the quality policy and its objectives.
- Meet statutory and regulatory requirements that apply to products, processes and activities.
- Establish partnerships with suppliers and interested parties and will continually develop the partnerships to provide an improved service.
- Provide a framework for setting Quality objectives and conducting management review.

This Policy will be communicated throughout the organisation and to all interested parties. It will be reviewed periodically to ensure the continuing success of Solo Fixings Ltd.

Pana Georgian Leonida
Director

Date: 25th January



ISO 9001 Quality Objectives

Note: these should be based on risks, strengths, weaknesses, opportunities, and could cover financial and Health and safety objectives if these are important to wider 'quality'. The ones below are generic and will need re-writing, based on risks, values and desires of your company.

Objectives	Metrics	Targets
Achieving Customer Satisfaction by meeting and surpassing Customer Requirements.	<ol style="list-style-type: none"> 1. Complaints. 2. Customer feedback 	<ol style="list-style-type: none"> 1. Zero Complaints. 2. Negative feedback addressed.
Continual Improvement of the Quality Management System.	<ol style="list-style-type: none"> 1. Record, action and review corrective and preventive actions. 2. Comparison of internal audits vs. external audits. 	<ol style="list-style-type: none"> 1. All non-conformities have corrective and preventive actions that deliver continual improvement. 2. No External Audit Major Nonconformities.
To set appropriate Quality Objectives for its QMS, products and procedures are suitable, reviewed and understood by all employees.	<ol style="list-style-type: none"> 1. Quality Objectives met. 2. Quality Objectives reviewed. 	<ol style="list-style-type: none"> 1. 100% Quality Objectives met. 2. 100% Quality Objectives reviewed at least annually.
To identify and provide all employee training requirements to meet customer need and to support personal development.	<ol style="list-style-type: none"> 1. Competent employees. 2. Non-conformities against training. 	<ol style="list-style-type: none"> 1. Trained employees on critical product, service or individual requirements.
Operate within Statutory and regulatory regulations.	<ol style="list-style-type: none"> 1. Company legal fines. 2. Compensation payments. 3. External audit. 	<ol style="list-style-type: none"> 1. Zero Company Legal fines. 2. Zero Company compensation payments.
Improve Supplier Efficiency and reduce nonconforming supplied service.	<ol style="list-style-type: none"> 1. Supplier nonconformities. 2. Supplier evaluation. 	<ol style="list-style-type: none"> 1. Nil Nonconformity of purchased product or services. 2. Annual evaluation of all critical suppliers.