

# C Fullard (Metals) Ltd

## Company Quality Policy

C. Fullard Metals Ltd was originally named C. Fullard and Son as founded by Charles Fullard, in 1946, after serving his country in the 2<sup>nd</sup> World War. The company was based in Hospital Street, Walsall, where we traded coal, rags and scrap metal.

In 1986 the company became C. Fullard (Metals) Ltd where Charles' son Dennis and grandson Stephen were directors of the company, based in Darlaston.

In 2006 the company moved to its present, 40,000 sq. ft. site in Willenhall, allowing brothers Stephen and Mark Fullard to expand the business and explore UK foundries and export markets. C Fullard (Metals) Ltd still, to this day, bares Charles' name to the company and is now in its 4<sup>th</sup> generation.

C. Fullard (Metals) Ltd's attention to service and detail ensures that we serve as a competent and reliable partner to your business, the management team having a continuing commitment to –

- Operating a Quality Management System that is BS EN ISO 9001:2015 certified through a UKAS approved certification body.
- Continually developing and improving the effectiveness of the Quality Management Systems.
- Ensuring that all personnel are competent and trained to a suitably high standard to ensure that they can work in accordance with business requirements and understand the importance of the Quality Policy and its principles, whilst operating in line with Quality Management Systems.
- Acknowledge 'Interested Parties' that are affected by the company's operation and understanding their needs and expectations.
- Fulfilling the needs and expectations of Interested Parties, that will become part of the companies 'compliance obligations' and promote the achievement of total customer satisfaction.
- Communicating throughout the company the importance of meeting customer requirements and expectations whilst maintaining relevant statutory, regulatory and compliance obligations.
- Reviewing Internal Audits and ensure the availability of resources required to achieve the expected outputs and result in an effective Quality Management System.
- Establish, communicate and support the Quality Policy and its Objectives.
- Set and review ongoing Quality Objectives.

The structure of the Quality Management System is defined within our Quality Manual and Procedures.

C. Fullard (Metals) Ltd complies with all relevant statutory, regulatory and compliance obligations and will continually monitor its performance to implement improvements where necessary.

We work closely with our customers to ensure that we understand their perception of the products and services which they receive. Ongoing investment will be made to ensure that we continue to be a company for the future not just today.

This Quality Policy is regularly reviewed to ensure its continued suitability and is available to all members of staff and customers on request. Management Review minutes, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibility as a means of communicating the effectiveness of the Quality Management Systems.

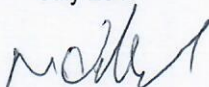
**Stephen Fullard**

Director  
July 2017



**Mark Fullard**

Director  
July 2017



**Alex Fullard**

Operations Manager  
July 2017

