



Our goal is to become the UK's leading staircase and door set manufacturer, by providing the highest level of customer service and quality products at competitive prices. Stairways are a value-driven, reputable firm that strives to build strong client relationships, offering continuous support from specification through to guidance with on-site installation and maintenance.

It is the policy and objective of all our manufacturing sites to provide customers with products of uniform and consistent quality and at a price that will meet the known or stated technical and contractual requirements, with customer service as a recognised priority.

As a company, we trade on our reputation for value, reliability and service. We seek to apply techniques of continual improvement of quality management throughout all activities from raw material purchase through manufacturing to packing and delivery to the customer's site.

Specifically, our objectives are:

- **To deal promptly and efficiently with customers' enquiries, orders and call-offs.**
- **To deliver products to a site that are suitable for purpose and free of defects.**
- **To strive to meet the customers' agreed delivery requirements.**

These objectives within our quality policy are measured and reviewed by the directors and senior managers regularly at Management Review meetings.

The Joint-Managing Directors, working together, fulfil the role of Management Representative. Day-to-day responsibility for the quality management system operation is delegated to the Group Compliance Officer. In this way, there is clear direction and commitment to ensure that the quality system remains effective and is used to continuously improve the performance of the company.

It is considered the duty of everyone working within the company to be responsible for the quality of their work, to familiarise themselves with company procedures and also with the aims of this policy statement and the content of the ISO 9001-2015 manual.

Karen Wood

Joint-Managing Director (Commercial)

Neil Stevens

Joint-Managing Director (Manufacturing)