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Quality Policy

The directors, management and personnel of Highley Steel Ltd, are committed to providing a high-quality service in the area of quality management, by continuously improving client service, human resource management and company operations.

Total customer satisfaction, is the company's primary objective and will be achieved by recognising, understanding and evaluating customer needs and trying to exceed them.

Executive management are committed to the efficient operation and continual improvement of our performance and the effectiveness of the quality management system. To this end quality objectives are measured to facilitate effective and efficient review.

Ensuring that risks & threats to the business, along with opportunities are evaluated and periodically reviewed.

Development and training of employees is a top priority.

Add value to our processes, products and services through the continuous development of our Quality Management System.

Human resource management is based on the principals of close training and supervision, excellent communication skills for all personnel and high personnel satisfaction.

The management will provide adequate resources and training needed for the continual improvement of the quality management system.

Setting our Quality objectives which will align with our business strategy together with the organisations changing context & this will be reviewed by top Management at the periodic Management meetings.

The above goals are completed by an effective and efficient company quality management system based on the requirements of ISO 9001:2015. The company's commitment in meeting and exceeding these requirements will work towards securing a prosperous future and set a unique standard for others to follow. Top management will take into consideration the views of interested parties and the effect that the company's activities have upon the environment.

In fulfilling the above quality policy top management recognises the importance of its suppliers and will work to improve the quality of their services.

The success of the policy is monitored, controlled and improved through elements of the quality system such as internal audits, management reviews, corrective/preventive actions and training.

Each employee will be made aware of the importance and contents of this quality policy and will be encouraged to contribute to the success of the quality management system.

David Goodsir
Managing Director.

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