

Quality Policy

Allgood is the UK's leading architectural ironmonger, supplying products for private commercial, public, hospitality and residential buildings in the UK and across the world. The business specifies, manufactures, sources and delivers high-quality door furniture, hardware, access control and security systems.

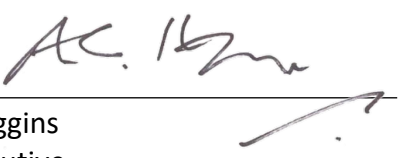
The company's reputation since 1948, and our future success, depends on the quality of our products and the expertise of our service. We, therefore, strive constantly to meet and exceed our customers' expectations in both respects.

We are committed to continuous improvement and have established a Quality Management system (QMS) to meet the requirements of BS EN ISO 9001, which provides a framework for measuring, understanding, and improving our performance.

We have the following systems and procedures in place to support us with our commitment to customer satisfaction and continuous improvement throughout our business:

- Regular gathering and monitoring of customer feedback
- A customer complaints procedure
- Selection and performance monitoring of suppliers against set criteria
- Training and development for our employees
- Regular audit of our internal processes
- Measurable quality objectives which reflect our business aims
- Management reviews of audit results, customer feedback and complaints
- Transparent and regular communication with staff about our vision, mission, values and performance against those goals, including staff surveys
- A Quality and Service Improvement Team (QASIT) which meets as and when necessary to investigate the root causes of service or quality failures

Although it is the responsibility of the Chief Executive, Directors, Managers and departmental heads to ensure compliance with the requirements of the system, all employees have a responsibility within their areas of work to help ensure that quality is embedded within the whole of the company.

Signed: 
Alistair Higgins
Chief Executive

Date: 09/01/2024