

# Quality policy

Plasmor Ltd is concerned with the sourcing and processing of raw materials for use in our manufacturing plants, where concrete blocks and concrete block paving are produced for supply to the UK building industry. This includes a fleet of road and rail vehicles, operated as Translift Freight Ltd, for the transportation of materials to our production sites and finished products to our customers.

- Our aim is to manufacture and deliver product which satisfies the needs and expectations of our customers and other interested parties, with a particular emphasis on quality and service.
- This is achieved by striving to improve standards of production, efficiency and quality as well as investing in equipment, people and training that will deliver a product and service to our customers that enhances the reputation of the company as well as meeting all applicable requirements.
- Our products undergo rigorous testing to ensure they meet the requirements of the relevant standards, as well as the needs and expectations of our customers. We also provide technical services to assist architects, specifiers, builders and homeowners contribute positively towards the built environment.
- This policy is supported by a Quality Management System which covers all inter-related processes appropriate to our activities, and which manages risk and supports opportunities for improvement. Production is planned around demands from marketplace and is implemented efficiently, checked at all stages of the process and opportunities for improvement acted upon to maintain the quality of products and service to customers.
- The Quality Management System is fully audited to ensure that ISO 9001 certification is maintained.



**N Marwood**  
**Managing Director**  
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