

Dellner Romag Consett is a glass processing company serving the transport, architectural and security industries.

Our scope of supply includes the design and the manufacture of specialist glass products to customer specific standards.

The aim of the company is to fully meet our customer's expectations by providing products and services on time, within specifications, including any legal requirements, and to the relevant standards, as specified by the customer.

In order to ensure we achieve this goal, we will comply with the requirements of the quality management system which meets the requirements of BS EN ISO 9001.

We will endeavor to ensure a high level of customer satisfaction by providing solutions to customers' complex requirements and build confidence that our products will perform, endure, and exceed expectations.

Our goals are to be achieved by:

- Full support by the management team to reach our objectives and targets.
- Full support for and by all employees in the knowledge that they are responsible for the work they produce.
- Continued improvement supported by a comprehensive audit, inspection and maintenance program.
- A standardized approach to manufacturing.
- Evidence based decision making process.
- Provision of products and services that meet Customer's requirements and are appropriate for their purpose and safe to install, maintain and use.
- Compliance with the relevant legislation, statutory applicable requirements and other industry and professional standards.
- Ensuring to pursue and act upon customer feedback.
- Ensuring that the resources needed for the Quality Management System (QMS) are made available.
- Commitment to conduct quality audits and management review to ensure compliance, adequacy, effectiveness and alignment with the strategic direction of the organization.
- Continuous monitoring and adequate allocation of resources.
- Effective communication to all stakeholders.
- Appropriate Training as required.

This Quality Policy is communicated and understood within the organisation and is available to view on the company website.

It is the overall responsibility of the Managing Director to ensure that Dellner Romag Limited's Quality Policy and expectations are understood, implemented, maintained and communicated throughout the Company.



Tomi Ojala  
Managing Director

Issue date: 06.09.2023

Planned Review date: 05.09.2023