



Quality Statement

Stone Hardy is committed to the search for excellence and the total satisfaction of our customers' requirements. We strive to be an efficient supplier and to offer our customers a prompt, courteous and effective service. We seek to deliver our services in a manner that is not detrimental to the environment or to the health and safety of our staff, our customers, and the general public both inside and outside our facilities.

The company's objectives of consistent high quality performance is met by mandatory adherence to procedures, through staff training and the development of personal responsibility for all employees, together with the provision of adequate resources, according to the principles of quality assurance.

Stone Hardy's Quality Policy is based on the following principles:

- The company is responsible for reviewing our service provision processes, identifying the potential for errors and taking necessary action to eliminate them; ensuring that tasks are completed in the most cost effective and timely manner for the benefit of all our customers, large and small.
- The directors are charged with the provision of an ongoing staff training and development programme so that the quality policy is understood, implemented and maintained at all levels within the company.
- To further ensure that the policy is successfully implemented, Stone Hardy staff members will be personally responsible for fully identifying customer requirements, and ensuring that the correct procedures are followed to meet those requirements.
- All personnel are responsible for ensuring that when mistakes are made, They are recorded and rectified quickly, and are not repeated.

Stone Hardy is certified ISO 9001:2015

Stone Hardy Limited
Head Office, 18/19 Saddleback Road,
Westgate Industrial Estate, Northampton, NN5 5HL
Tel: 01604 591359 Fax: 01604 683529
Email: info.hq@stonehardy.co.uk
www.stonehardy.co.uk