



eltherington

Innovation | Performance | Vision

Quality Policy

Eltherington Group is an SME headquartered at 1305 Hedon Road, Hull, East Yorkshire, HU9 5QD. The company manufactures a wide range of developed and proprietary systems for sectors including Architectural Facades, the Holiday Home & Leisure Industry, and the Portable/Modular Building sector

Scope of the Quality Management System (QMS)

- *The manufacture of PVCu fenestration products, aluminium / PVC cladding systems and other products for the Leisure, Construction, and Modular Building industry.*
- *The manufacture of rainscreen systems for the architectural and construction sector, in aluminium, steel and other materials.*

Management is fully committed to promoting and supporting quality awareness across all levels of the organisation. We ensure continued compliance with the requirements of ISO 9001:2015 and continually improve the effectiveness of our Quality Management System.

Our Vision

"Relentlessly working on different and unique cladding and glazing solutions, delivered with exceptional customer service."

This vision will be achieved through organisational and individual commitment to:

- Customer focus and satisfaction
- Effective process management
- Continuous improvement
- Employee engagement and development

As a consequence, Eltherington group has set out a number of Quality Objectives to achieve this.

To fulfil our vision, Eltherington Group will:

- Be the preferred supplier by consistently delighting our customers.
- Be recognised as a trusted force in the construction and modular building markets.
- Deliver service without compromise, conducting post-project reviews ("post-mortems") to ensure lessons are learned and improvements implemented.
- Drive continuous improvement through proven process techniques, research & development, and supplier collaboration, with senior management oversight via Board KPIs.
- Be the employer of choice, ensuring that all staff have a voice and contribute to both personal and business success.
- Maintain membership of the Glass & Glazing Federation (GGF) to align with recognised industry standards and best practice.

This policy will be reviewed regularly to ensure its ongoing suitability and effectiveness. It will be communicated, understood, and implemented at all levels of the organisation.

*Antony Eltherington
Managing Director*