
“Do it right the first time, every time, safely.”

- **“Do it right”** means meeting or exceeding customers expectations,
- **“the first time, every time”** means efficiently and profitably,
- **“safely”** means with suitable training, equipment and methods.

The management commits to the following objectives in support of this policy:

- Providing the correct goods on time.
- Establishing and maintaining a measure of quality performance (Quality System Ratio).
- Ensuring that this Quality Policy is communicated understood, implemented, maintained and effective throughout Brannon Steel and verifying its effectiveness through audits.
- Taking timely corrective action to resolve any nonconformance, and establishing preventive measures. All NCRs open greater than 30 days will be reviewed by management team.
- Providing the training and resources to allow employees to do their jobs correctly the first time (training Matrix).
- Providing a safe, clean and efficient working environment.
- Continuous Improvement process.

Company commitment to quality extends throughout every aspect of the business, including Marketing, Sales, Production, Quality Assurance, Purchasing and Administration.

The Management Team at Brannon Steel is committed to the development and implementation of the quality management system and continually improving its effectiveness by:

- Communicating to the company the necessity and importance of meeting customer, statutory and regulatory requirements,
- Ensuring the commitment to the enhancement of customer satisfaction is understood and implemented by all employees,
- Establishing the quality policies and objectives and communicating them to the employees, conducting management reviews, and ensuring the availability of resources.