

Our quality policy

At **Sticx** we believe that every project we have committed to should be delivered to a high quality, to satisfy our customers and ensure our place in the structural timber industry.

We believe that with our experience, products and talent we provide our customers with exceptional sustainable timber engineering systems and service.

To ensure customer satisfaction we aim to:

Provide a quality product and service in an efficient manner.
Achieve continual sales growth for our company each year.

Our objectives for achieving this are:

Reducing the amount of re-work.
Increasing turnover year-on-year.

The directors and staff will meet our objectives by:

Accuracy in design – Developing our own design team.
Conveying the correct information to clients and staff in a timely fashion.
Procuring materials and contractors who are committed to quality.
Training our workforce.
Retaining clients and winning new ones through reputation.

The directors and all staff are committed to establish, maintain, constantly review and improve our ISO 9001:2015, CE marking, STA Assure, STA Site Safe and PEFC management systems and keep our commitments to our customers and satisfy applicable requirements.

Copies of our quality policy are made available to all our customers and members of staff.

Signed:



Name: Chris Dermody
Title: Managing Director
Date: 24.10.22

Reviewed by: R Eady 13 th Oct 22	Approved by: C Dermody 13 th October 22
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