



**HAM  
BAKER  
GROUP**

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## Quality Policy Statement

Ham Baker are committed to ensuring that the products and services we provide consistently meet our customer's expectations.

We remain customer focused, and aim to reduce defects and to improve upon delivery performances.

We will seek to develop year-on-year continual improvement with ongoing and challenging objectives and targets. These will be developed through a multi-department quality improvement teams focused on providing customer satisfaction.

All of our activities and processes will be continually monitored and audited to ensure we meet our Objectives. We will continue to identify opportunities to improve our effectiveness; both internally, and externally for our Stakeholders.

Our Quality Management System will remain prevalent across all aspects of our business, from design, to manufacture, and includes on-site installation and maintenance activities.

The scope of the QMS will encompass; Design, manufacture, mechanical & electrical installation, commissioning and maintenance of penstock valves, stoplogs, flap valves, knife gate valves, screens, scraper bridges, distributors, GRP, pipes, fittings, valves, and associated products; supplied to the water, waste water, maritime power, process and associated industries

We will ensure our quality system complies with ISO9001:2008 and is externally verified by a UKAS accredited assessment body.

The Group Compliance Director will oversee all aspects of the QMS, and with the involvement and support of the Board, will ensure adequate financial and physical resources are made available.

Our people are an important part of our strategy and we will ensure that they have the necessary skills, information and working environment to carry out their roles effectively and safely.

**Mr. Andrew Williams**  
Managing Director

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