

Quality Policy

The Metal Ring Company is a leading supplier of Closing Rings to the Packaging and Flue Manufacturing sectors, as well as other industries. Currently employing 23 people, the company was formed in 1951 and operates from Millom in Cumbria. We aspire to help every customer achieve their business goals regardless of their situation, size and financial resources - we want to set the standard in everything that we do.

We operate our business using a QMS meeting the requirements of ISO 9001:2015. We are committed to the continual improvement of our QMS. We will always seek to identify and implement opportunities for continual improvement in our performance. We will set annual Objectives and Targets which help us to manage our business risks effectively and are also aligned with our Future Development Plan. We believe that the effectiveness of our management system is directly related to ensuring that our products and services are the best available to our markets.

The Directors and Senior Management Team are committed to the Metal Ring values which are focussed on ensuring that customers want to return to us again and are happy to recommend us to others. We will do this by focussing on meeting customer requirements, delivering on time and on budget and if mistakes are made, we will apologise and make good. We will also deal with all other parties in a straightforward and honest manner.

We are committed to communicating, engaging and consulting with our employees and to making sure that everybody is aware of their individual responsibilities and commitments so that we can achieve our objectives and live up to our values – we all have a role to play.

This Quality Policy Statement and associated QMS are fully supported by the Directors and the Senior Management Team who take the responsibility for the effectiveness of this system in meeting customer requirements and complying with all applicable legal and industry body requirements. The Directors and Senior Management Team are committed to providing resources as well as training and developing our staff as we believe that this helps us to achieve excellence in what we do – we also want to ensure that no-one gets left behind. The Directors and Senior Management Team are committed to reviewing this Policy Statement on an annual basis to ensure that it still supports the achievement of our Company Mission Statement.

This Quality Policy Statement is available to all our employees via our intranet and is also available to other interested parties on our website.

Tim Clark – Managing Director