



QUALITY POLICY

As our Clients are the final judge of S&L Steel's ability to produce quality products and services, our aim is to achieve Client satisfaction by consistently fulfilling our contractual obligations. This will be done by:

- 1 Control of workmanship, equipment, work safe conditions and the use of environmental friendly methods in achieving the desired end result to satisfy our Client's specified requirements.
- 2 Employing trained technicians and operators in all phases of the process.
- 3 Purchase of suitable products from suppliers.
- 4 Client complaints, or process problems being identified and resolved promptly and efficiently, using the most economical methods.
- 5 Rectification of any nonconforming work so that the quality, reliability, safety or delivery of the end product is maintained.
- 6 Consultation with all Clients, Subcontractors and Suppliers to achieve a product to the satisfaction of all Parties involved and within the Contract Specifications.

S&L Steel also aims to achieve improved productivity, efficiency and quality by having an effective and properly managed QA management system complying with ISO9001/ISO3834.2.

Adherence to this POLICY through the education and training of those employed by S&L Steel, enables our Customers to gain confidence in the quality of service offered in meeting the end results to the Customer's requirements, plus the continued reliability of S&L Steel.