

Quality Policy Statement

1. The Board of Directors of Butser Rubber Limited recognise that the quality of products and services are essential to success in business.
2. Butser Rubber Limited is committed to providing product and services to its customers which meet their quality requirements.
3. In order to satisfy the above requirements, Butser Rubber Limited will develop, implement, enforce and provide resources to establish and maintain an effective Quality Management System that satisfies the requirements of BS EN ISO 9001 and will include:-
 - ◆ Compliance with contract requirements and product technical specification.
 - ◆ Timely delivery of product and services, which are of consistent quality and reliability, and fit for their intended purpose.
 - ◆ Minimal waste and re-work.
 - ◆ Effective after sales service.
 - ◆ Quality assurance (e.g.: in the form of regular reports, reviews and records available to customers).
 - ◆ The identification of quality problems, associated corrective/preventive actions and a commitment to continual improvement.
 - ◆ Customer satisfaction and enhancement of the company's reputation.

The company recognises the importance of its employees in achieving its business aims and therefore operates a planned system of training within the Quality Management System to ensure that the necessary skills and motivation exist at all levels to support the company's policy objectives.



Nigel Easton

Managing Director

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