



QUALITY POLICY STATEMENT

USP Steels is a steel sheet and plate stockist based in the West Midlands. We utilise top-end and innovative processing facilities, combined with traditional methods to solve the technical challenges that our customers face every day. Combined, our processes result in high quality steel with reduced residual stress.

USP steels believes that its market expects a continually improving service. We aim to continually improve the service we provide to meet our client's requirements and to produce finished work that we can justifiably be proud of. We also already achieve a high level of quality and have very good customer relations due to that.

We aim to achieve the above by implementing a management system that complies with the international standard of good practice BS EN ISO 9001. It also includes a commitment to meet the requirements of our clients, as well as legal and regulatory requirements. Also, to continual development of the system and helping to ensure it remains effective.

Only by providing an outstanding service and product quality will we achieve our aims of long-term success and sustained improvements.

All personnel within the company are responsible for the quality of their work, however we have vast knowledge and employees with various previous experience in many aspects of the industry. The company provides training and has established systems to assist all personnel to achieve the standards required. While we produce work and offer a service that we can be proud of, we have to recognise it is rare when we don't achieve our usual standards, when a customer makes a complaint, we are committed to investigating the complaint and will do our best to put right all justified complaints.

The policy and procedures necessary to achieve the required standards are described in our Quality Management System.

The Quality Controller is responsible for monitoring the quality system and reports regularly to the Managing Director on the system's implementation, status and effectiveness.



Glyn Costigan
Managing Director



James Barnett-Hand
Quality Controller

 Chosen for service, preferred for quality