

We aim for total customer satisfaction by ensuring that Quality, which we deem to be 'conformance with specified requirements,' is achieved on all Contracts.

We aim to achieve this by

- Planning, organising, conducting and managing quality activities at all stages of the business process in order to produce the right end product, at the right times with minimum wastage while operating maximum efficiency
- Ensuring that fitness for purpose of all products and services such that they are functional, safe and cost effective

SWH is fully committed to maintaining a Quality System that meets the requirements of
BS EN ISO 9001: 2000

SWH have established a Quality System, which we will maintain and develop, to ensure that our Company Quality Policy is achieved, sustained and improved upon.

The purpose of the Quality System is to

- Provide a clear statement of Quality Policy and the methods by which will be assured
- Implement our Quality Policy by means of Quality Procedures
- Achieve our Quality Objectives
- Establish a concise reference manual of standard practices and procedures of the Organisation
- Provide a reference against which current practice and proposed improvements can be factually assessed
- Provide a document that can explain to customers the methods employed to achieve, maintain and improve quality standards
- Identify and designate personnel who will be responsible for ensuring that standards are maintained and Quality is achieved
- Harmonise Policies and Practices across all departments
- Stabilise and maintain practices despite employee movement
- Manage, control and monitor our contractual arrangements and business practices
- Improve efficiency and performance



Managing Director