



Window Widgets supplies products under two brands ‘Window Widgets’ & ‘Residence Collection’ for which quality management, co-ordination, production, processing and services are key to the success of the business. The Company has developed its expertise since it established in 2000 and its target is to deliver market leading products and services within the fenestration industry.

Our mission is to provide superior quality components that our CUSTOMERS recommend and that our EMPLOYEES are proud to produce, for long-term PARTNERSHIPS to make manufacturing and fitting windows, doors and conservatories just that little bit easier.

To achieve the above Window Widgets will:

- Drive continual improvement and innovation based upon efficient business processes, well-defined measurements, monitoring of quality, best practices, and customer feedback.
- Develop staff competencies, creativity, empowerment, and accountability through appropriate development programs and show strong management involvement and commitment.

The company has implemented a Quality Management System that meets the requirements of the following standards;

- BS EN 12608
- BS EN 1090
- ISO9001:2015
- ISO14001:2015

Compliance and improvement is monitored by KPI’s and internal audits and is maintained by the timely implementation of corrective actions.

Meeting these standards is the responsibility of the entire team. The company is therefore committed to working with all stakeholders to support effective operation of the company’s Quality Management System and the achievement of goals and specific Quality Objectives:

Objective	Target
No. of RIDDOR Reportable accidents	0
Production quality adherence	>95%
On Time, In Full (OTIF)	>98%
Absenteeism	<3%
No. of Customer Product Quality issues	<1.5% of Sales Value
Audit Non-conformities to have root cause analysis and corrective actions	100%

**Sarah Hitchings**  
Sales & Marketing  
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**Heather Edwards**  
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# Quality Policy

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