

	Business Operations Manual
Quality Management System	SMP00

1.0 Business Operations Manual

This manual is the top tier document of the AHL Pipework Ltd management system and provides an overview of operations, management and the scope of our services.

Other documents, including flowcharts, procedures and work instructions provide help and guidance for our people to carry out their jobs. Combined, these documents help us to manage our business activities effectively and consistently.

Scope

The scope of approval covers the manufacture, supply and installation of pipe-work from an associated range on materials and grades, in various market sectors.

Section 7.3 (Design and Development) from ISO9001:2000 has been omitted from this Business Manual since AHL Ltd do not conduct design work.

QP01 – Quality Policy

<p>AHL Pipework Ltd</p> <p>QUALITY POLICY</p> <p>AHL Pipework Ltd specialise in the manufacture, supply, installation and serving of pipe-work in a number of market sectors including, but not exclusive to, the Petrochemical, Food and Beverage and Industrial Process sectors.</p> <p>To do this successfully, our overall approach must be underpinned by correct and appropriate systems and procedures that ensure a right first time response to our client's needs. Everyone in the organisation is a member of a team united in a common goal and is reliant upon a quality response from each other so that together AHL Pipework Ltd can deliver to clients the total quality product and services that they need</p> <p>All employees are required to comply with the quality policy, the ISO9001:2008 based quality management system requirements and procedures and are responsible for the quality of their own work. Their contribution to the effective working and continual improvement of the Business Management System and business processes will be sought. In order to achieve this, we will develop an environment that recognises their contribution to the business and encourages their development and involvement.</p> <p>AHL Pipework Ltd is committed to continually improve upon its quality performance. As a measure of continual improvement, quality objectives will be established, planned and reviewed. This quality policy will be reviewed for continuing suitability.</p>
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