

Atlantic Service Company – Quality Policy

Atlantic Service Company are manufacturers & suppliers of sale and rental saw blades and associated equipment for the food industries. We provide a wide range of blades for machine- and hand-operation, through sales and rental contracts.

We believe that our market expects a continually improving service. We aim to continually improve the service we provide to meet our clients' requirements and to produce finished work that we can all justifiably be proud of. The company aims to achieve the above by implementing a management system that meets our Quality Objective, which is to provide high quality, long-lasting, precision-cutting instruments, delivered with the highest level of service. This must meet with the international standard of good practice BS EN ISO 9001. It also includes a commitment to meet the requirements of our customers, as well as all legal and regulatory requirements. We will strive for continual development of the system and help 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. The company provides training and has established systems to assist all personnel to achieve the standards required. Whilst we endeavour to produce work and offer a service that we can be proud of, we must recognise that we do not always achieve our own standards. With regards to customer complaints, we are committed to investigating swiftly and will do our best to put right all justified complaints.

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

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