



QUALITY IMPROVEMENT SYSTEM POLICY STATEMENT

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Company Background

Twinfix Limited was incorporated as a private limited company in January 1990.

Originally trading as Thermo Clear UK Limited, the company were import agents for Lexan Thermoclear multiwall polycarbonate in the early 1980's. The company sold both the multiwall glazing and a range of glazing bars and fixing accessories for its installation.

In 1990 the company was reconstituted as Twinwall Fixings (UK) Ltd, trading as Twinfix. In 2010 the company name was updated to Twinfix Limited.

Over recent years the Twinfix product mix has expanded to include the design and manufacture of pre-assembled glazing panels for industrial roof glazing, lean-to aluminium canopies for the domestic market and large free standing fabricated structures for schools. In line with this expanding product mix Twinfix now offer a full installation service throughout the UK.

The company is privately owned by G J Kench. The company is well established and respected in the industry.

Twinfix – Quality Policy

Twinfix as a company are committed to quality and have operated an internal Quality Improvement System for seven years. The system which has been implemented aims to achieve and maintain a level of quality which consistently satisfies customers' needs.

Achievement of this policy involves the adherence to a catalogue of internal operating instructions and documented processes. All staff are committed to the Twinfix quality system and are individually responsible for the quality of their work. A number of monitoring procedures are also in place to cover suitable cross checks.

Twinfix suppliers are considered and selected based on their internal quality management. Relationships are in place with all key suppliers to work on any issues raised.

A non conformance and customer complaint system is operated to identify any errors that may occur. A database system is used to log issues, document corrective actions, action investigations into root causes and implement any preventative actions. This system allows Twinfix to continually improve its internal processes and monitor the quality of internal departments and all external suppliers.

The Quality System is under regular review. All employees of Twinfix are invited to offer any suggestions that they may have regarding possible improvements in working practice.

To achieve, maintain and continually improve the required level of quality assurance the Managing Director retains the ultimate responsibility for the Quality System with routine operation being controlled by the Quality Control Representative.

Graham Kench

Managing Director