

Quality Policy

Company Overview

Fileder is an organisation dedicated to specialising in the provision of process filtration across all industries. This sole focus on filtration enables business partner requirements to be interpreted with speed and accuracy, resulting in clear solutions being offered to suit the application and budget accordingly. Celebrating our 40th year of independence in 2021, Fileder has achieved a status of being 'easy to deal with', with the capability to listen and react to business partners' requirements without the 'red tape' restraints of many organisations, whilst having high standards of legal, quality and health and safety compliance. This flexible, yet professional, approach stems from investment in training field, office and technical personnel and employing today's available information technology. Hence, our service is personal whilst being efficient, enabling business partners' filtration processes to run smoothly and with confidence.

The ISO 9001:2015 quality standards are a rigorous test of the organisation's conformity to quality standards, follow up procedures, quality management and meeting and exceeding business partner requirements. Fileder has been certified under the ISO 9001 quality programme since August 1992 and is still very much committed to complying with the Standard and to continually improving effectiveness of the quality management system (QMS). Fileder has established the QMS to be appropriate to the organisation's needs and within provides a framework for establishing and reviewing quality objectives and suitability.

Scope

The stockholding and supply of liquid and air filtration products from quality assured and other sources without lot traceability.

Quality Assurance

Fileder Filter Systems has established a standard of quality for our products and services, primarily to achieve a level of performance, that will protect and enhance our reputation within the market sector we serve. It will enable us to satisfy the ever more stringent demands and requirements of our business partners, together with any applicable specification, national or international standard whilst supporting the financial needs of the business.

To ensure that those requirements are met it is the policy of Fileder Filter Systems to emphasise quality awareness and assurance in all aspects of company activities. The aim is to achieve the following quantifiable goals:

- A profitable, sustainable and growing business (where markets conditions allow), through the identification and satisfaction of our business partner needs.
- Financially justifiable continuous improvement, in both business partner satisfaction and in-house performance/improvement targets set at top management review.

- Establishing an environment in which the commitment of all individuals to achieve the desired excellence is not only expected, but also encouraged and recognised.
- Close liaisons with suppliers to ensure only materials and products, which fully conform to requirements, are available to our business partners and encouragement of those suppliers to join us in committing a zero-defect environment, both in terms of product and service quality.
- Close liaisons with all our business partners to ensure the growth of business partner satisfaction and the gaining of new markets for our expertise.

To support this policy, and comply with ISO 9001:2015, documented and management information systems controlling the services and operations are integral to the company structure. This also provides assurance to our business partners that all activities, including procurement, inspection and testing, conform to our specified standards and that materials and services supplied conform to contract and regulatory requirements.

We recognise that all employees have an input to and responsibility for the quality and performance of our products. Therefore, selection, training and employee development hold a position of high importance within the company for all aspects of our activities.

The documented quality policy, system and procedures are subject to Management Review for their effectiveness and improved as required. Other working practices that strengthen the quality assurance programme and our business partners' perception of Fileder Filter Systems shall also be reviewed and be subject to improvement as required. Improvement will be financially justifiable to ensure the benefit is proportionate to the cost of achieving the benefit and consequently maintain a profitable business.



Owner Suzie Warren, Company Secretary
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