



**CORNISH  
CONCRETE  
PRODUCTS**

## CCP Quality Policy

Cornish Concrete Products Ltd was formed in 1978 and has grown to become an established force in the precast concrete industry, with projects undertaken in all areas of the United Kingdom. CCP is a family-owned business which started out by manufacturing spiral stair treads for another company, over the years the product mix has turned full circle and of all the products manufactured in the early years only the spiral staircases remain today. In 1985 the company moved to its own premises at Bissoe on the site of a former tin stream works. During the 1990's capacity grew as both the original manufacturing shared was extended and a new production facility including tilting tables to manufacture wall elements.

Scope & Context of Company – *'The control of design, manufacture and delivery of structural precast concrete elements'*.

### Strategic Aims & Ambitions:

- To achieve 100% customer Satisfaction at all times.
- To maintain quality of service through continues staff development and training.
- To carry out internal audits annually to ensure the company maintains it 9001 system.
- To continually monitor and improve the effectiveness of 9001 quality management system.
- To meet all business related legal, regulatory and other applicable requirements.
- To meet or exceed clients expectations and ensure all products supplied will meet any legal or statutory requirements.
- To provide the time and resources to meet the companies agreed strategic Targets and Objectives.

The provision and maintenance of such a service can only be achieved by commitment and regular monitoring of performance indicators, such as delivery times, product inspections and the performance of our suppliers and equipment supplied.

### Commitment:

- The management is committed to meeting all regulatory, statutory and all applicable requirements.
- To provide the resources to monitor and continually improve the ISO9001 quality management system.
- Non-conformances and opportunities to improve will be actioned and implemented where appropriate.
- The day to day management of the system has been delegated to the Quality Coordinator.
- The policy if effective for 12 months from date of issue, it is reviewed annually at the Management review meetings.

### Targets & Objectives:

- Targets and objectives will be set at Management Reviews at least once a year, they will be monitored, reviewed and implemented wherever possible, they will be reviewed and reset every year at the Management review meeting, results of previous targets will be analysed, and new targets will be agreed and communicated to all relevant staff through the use of meetings, toolbox talks, internal memos and emails.

Signed:

*Richard Tatlow – Production Director*

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