
QUALITY POLICY

At Castell, Quality is an integral part of our Corporate Business Principles. These principles guide our actions to deliver products and services that are safe, compliant and preferred by our consumers and customers. They are essential for the achievement of our ambition to be recognised and trusted as a world leader in trap key interlocking. Our commitment is to never compromise on the safety, compliance and quality of our products and services. This requires everybody to be engaged, to understand their responsibility in achieving our quality objectives and to be empowered to act to protect our consumers, customers and our brands.

Our Quality Policy summarizes the essential elements of our commitment for excellence and includes:

Ensuring we meet relevant laws, regulations and technical directives and standards.

Complying with ISO 9001:2015 standards and maintain QA policies and procedures.

Engage with top management to review our quality objectives and plan strategic quality goals.

Encouraging participation and promotion of quality responsibilities amongst all employees and third parties through, education, training and coaching, supervision and effective communication.

Ensure our procedures and policies are met and measure through internal audits.

Ensure our teams are fully conversant with product, services and applications and that we meet our KPI targets.

Develop our products in line with best practice, in line with ISO 9001:2015 and where necessary have products endorsed by 3rd party certification. Ensure our products meet the requirements of the Machinery Directive, ATEX, EMC and LVD and that product technical files are maintained.

Foster a quality culture with the objective of developing, manufacturing and providing products and services with zero defects that are trusted and delight our consumers.

Continuously challenge ourselves to improve the quality management system to prevent quality incidents and eliminate defects through the review of quality objectives and results.

At Castell, we implement the Quality Policy through the application of our Quality Management System. Teamwork, engagement, ownership and support by everyone is vital for achieving our quality objectives. In this context, we are committed to providing the required leadership, management and resources and we will ensure that Quality Policy is reviewed annually and communicated to all employees and third parties. Quality is about trust, every one of us has the power to influence this trust through our dedication to the quality of our products and through our passion and leadership.

Aurélie Paul

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