

Introduction

Rockwool Limited is the UK subsidiary of the Rockwool Group, the world's leading producer of stone mineral wool insulation products that provide thermal insulation, fire protection and acoustic performance. Our products are made from natural, recyclable stone making them durable and sustainable.

In line with the strategic direction of the business, Rockwool Limited aims to produce stone wool insulation in a safe and efficient manner that meets the customers' requirements and conforms to relevant standards and legislation while upholding company values.

Procedures

This policy forms the basis of the quality management system on which objectives and targets are set and reviewed annually through the management process. The management team are committed to:

- Maintaining a quality management system that includes a framework for setting quality objectives and fully complies with ISO 9001:2015 standard
- Driving continual improvement throughout the business
- Managing change such that quality considerations are an integral part of the process
- Ensuring compliance with all industry related standards, legislation and internationally recognised standards of approval
- Empowerment of ROCKWOOL employees
- Communicating this policy proactively with all interested parties to gain understanding and support to achieve the company goals and objectives

Responsibilities/Organisation

- Directors are responsible for complying with and enforcing business quality management, in order to ensure a quality experience for our customers, minimise customer complaints and ensuring compliance with ROCKWOOL and customer specifications
- The factory and logistics managers are responsible for delivering a quality product and conforming to quality management controls including testing, non-conformance investigation and preventing reoccurrence of product non-conformances, to minimise customer complaints and ensure a positive customer experience
- Department Heads are responsible for continually ensuring compliance with quality management controls and systems in relation to their activities
- The SHE-Q department are responsible for setting policies and procedures, monitoring quality standards, testing of product, provision of guidance to all departments and operation of the quality management systems

Every employee is responsible for ensuring our products are produced in accordance with the required standards and must report any issues affecting the quality in the first instance



Managing Director

