

Quality Policy

Dowells is committed to promoting the use of a process-based approach to quality management and that decisions made within the company are considered using risk-based thinking. Dowells will ensure that the effective mix of resources is made available to achieve the outputs required against our customers' requirements.


We are committed to the identification, evaluation, reporting of non-conformances, management review and communication to all workers to ensure quality objectives are met and procedures are effective in promoting continual improvement.

We are committed to ensuring customer requirements are met and efforts are focused on enhancing customer satisfaction whilst meeting Dowells statutory and regulatory requirements which is based on the International quality standard - ISO 9001:2015.

Whilst ensuring and maintaining our customer focus, our company will identify risks and opportunities associated with the conformity of our products and services against our customer and regulatory requirements. The Quality Policy is communicated throughout Dowells through induction manuals, training events and by being displayed prominently throughout the office and sites.

We are committed to maintaining, and continually improving this system. All employees and suppliers are invited and expected to share in this commitment. We have allocated sufficient resources to ensure that quality remains at the heart of our business.

Any suggestions that may assist us to achieve our aims are welcomed.

Signed: 
Gail Dowell
Managing Director
January 2024