



Mission Statement

The Shaws Vision - to make the best sinks in the world, supported by outstanding customer service

We will exceed our customers' expectations in quality, delivery, and value through continuous improvement and customer service whilst combining traditional manufacturing methods with market-leading supply chain management.

Quality Policy Statement

SHAWS SINCE 1897 Ltd. embraces the values of Quality Management in its business operations. We operate and maintain a documented process-based management system which has been established for the manufacture of fireclay ceramic sinks and is in accordance with BS EN ISO 9001:2015.

We are committed to establishing and maintaining good practices and systems of Quality Management that focus on strong customer service and supplier relationships, through continuous improvement and the involvement of competent people.


We are committed to establishing and maintaining good practices and systems of Quality Management that focus on strong customer service, supplier relationships and other interested parties towards meeting any requirements through continuous improvement and the involvement of competent people.

We apply a balanced risk-based approach to the business which is supported by a collaborative strategic development process to secure and encourage value growth.

Quality Objectives will be established alongside Key Performance Indicators that are measurable and specific, which in themselves form the basis of an effective decision making process to enable us to continuously improve our products and processes for the benefit of our customers. The objectives will be established and affirmed annually. Performance will be reviewed monthly by the Operational Management Team.

We will communicate the Quality Policy to all our employees and interested parties through formal and/or informal briefing sessions, our website, company notice boards and to new recruits at their induction.

The Quality Policy will be reviewed annually and amended or affirmed to most reflect the needs of our business and the environment in which we operate.

Signed.....
Position..... **OPERATIONS DIRECTOR**
21/11/22