



Clayworks

QUALITY POLICY

CLAYWORKS QUALITY POLICY

PURPOSE

At Clayworks, we are committed to delivering the highest standards of quality in the manufacture of clay plasters and natural finishes. Our goal is to exceed customer expectations by providing sustainable, high-performance, and architecturally superior products that adhere to strict quality control measures.

COMMITMENT TO QUALITY

Clayworks is dedicated to ensuring that all products meet rigorous quality and performance standards. We achieve this through:

- Continuous improvement of our manufacturing processes.
- Sourcing the finest sustainable and natural materials.
- Adhering to national and international regulatory requirements.
- Engaging in ongoing research and development to enhance product innovation and sustainability.

CUSTOMER FOCUS

Customer satisfaction is at the core of our quality approach. We actively listen to our clients, architects, and industry partners to understand their needs and tailor our products accordingly. We ensure:

- Clear communication of product specifications and benefits.
- Reliable delivery and responsive customer service.
- Post-application support and guidance to maximise performance and longevity.

COMPLIANCE AND STANDARDS

Clayworks strictly adheres to industry regulations and best practices, ensuring our products comply with:

- UK and international building and environmental standards.
- Sustainable and eco-friendly material sourcing certifications.
- Health and safety requirements for safe handling and application.

Clayworks

info@clay-works.com www.clay-works.com +44 (0)1326 341 339
Higher Bochym Workshops Cury Cross Lanes, Helston, Cornwall, TR12 7AZ UK



Clayworks operates a quality management system (QMS) in accordance with EN/ISO 9001:2015. The QMS prioritises customer satisfaction and documents our methods for achieving this. The QMS also supports our commitment to continual improvement.

CONTINUOUS IMPROVEMENT

We foster a culture of continuous improvement by:

- Regularly reviewing and updating our quality management system.
- Training and developing our employees to maintain expertise.
- Conducting internal audits and quality control checks at every stage of production.
- Encouraging feedback from clients and industry professionals to enhance our processes and products.

RESPONSIBILITY AND ACCOUNTABILITY

All employees at Clayworks are responsible for upholding our quality commitments. Management ensures that necessary resources, training, and support are provided to maintain and improve quality standards across all operations.

REVIEW AND REVISION

This Quality Policy will be reviewed regularly to ensure its relevance and effectiveness in maintaining the highest standards. Any necessary updates will be made in alignment with industry advancements, customer feedback, and regulatory changes.

SIGNED:



Chris Curnow

Position: Managing Director

Date: 14-01-2026

Clayworks

info@clay-works.com www.clay-works.com +44 (0)1326 341 339
Higher Bochym Workshops Cury Cross Lanes, Helston, Cornwall, TR12 7AZ UK

