

	IMS Section:	Operational Controls
	IMS Reference:	FP 001
	Domain:	Quality

Quality Policy

Purpose and Safety Context:

Forza Doors Ltd designs and manufactures bespoke timber fire door systems, and associated products, that perform a critical life-safety function within buildings.

The integrity, traceability and certified fire performance of our products are essential to protecting people, safeguarding property, and maintaining the confidence of our customers, regulators and certification bodies.

We therefore operate to the highest standards of product quality, regulatory compliance and operational discipline.

Leadership Commitment:

The Managing Director and leadership team are accountable for ensuring the effectiveness of the Forza Integrated Management System and for maintaining a culture in which quality, safety and compliance are fundamental to how we operate.

Leadership provides the direction, resources and oversight necessary to ensure our systems and processes consistently deliver compliant and reliable products.

Our Quality Principles:

Product Integrity – Ensuring that all products are manufactured in accordance with approved designs, certification requirements and applicable fire performance standards.

Customer Reliability – Delivering consistent quality, dependable service and clear communication to meet customer expectations.

Regulatory and Certification Compliance – Maintaining full compliance with all applicable statutory, regulatory, certification and customer requirements governing our products and operations.

Operational Control – Maintaining controlled manufacturing processes, competent personnel and robust supplier management to protect product conformity.

Continual Improvement – Monitoring performance, analysing data and implementing corrective actions to continually improve the effectiveness of our Integrated Management System and operational processes.

Management System Framework:

Our Integrated Management System, certified to ISO 9001:2015, provides the structured framework through which we manage risk, control operations, and ensure consistent product conformity.

The system provides the basis for establishing and reviewing measurable quality objectives aligned with the strategic direction of the business.

Quality Culture:

Quality is the responsibility of every employee at Forza Doors Ltd.

We ensure that our people are competent, informed and engaged in maintaining the standards expected of a manufacturer of life-safety critical products.

This policy is communicated throughout the organisation and is reviewed periodically to ensure its continued suitability and alignment with our business objectives.

Will Hunnam



Managing Director

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