
Quality Policy

The Quality Policy of Principal Doorsets is as follows:

Principal Doorsets is committed to providing high quality products, effective project management and outstanding customer service.

Our product and service quality goals have a number of facets:

1. Technical compliance to specification of fire, structural, security, acoustic, insulation and performance requisites.
2. Dimensional accuracy to ordered sizes.
3. Aesthetics that matches our customers sample, sample provided by us or a commercially recognised finish.
4. Coordinated delivery to site as requested by our customer.
5. We shall provide guidance and apply our knowledge of standards and building functional requirements to offer the best cost/performance/longevity solutions as well as installation and lifetime care of our products.

Principal Doorsets operates a Quality Management System (QMS) to ensure that we meet statutory and regulatory requirements and deliver consistent high quality. Our QMS is certified to BS EN ISO 9001 2015 and audited by ELEMENT- BM TRADA.

Principal Doorsets is committed to continually improve. We shall deploy appropriate initiatives, controls, training, and communication with employees ensuring the appropriate provision of resource. Specific and measurable objectives are established annually for the business with this policy and performance against the objectives regularly reviewed.

The proactive engagement with customers throughout our processes, from initial contact, quotation, supply process and invoicing are key features to improve understanding of our customers' expectations.

Authorised by:

John Bates – Managing Director

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