

## Quality Policy

George Roberts (NW) Ltd has a total commitment to Quality Management and product quality control. The commitment incorporates fully embracing a Quality Management System certified to ISO 9001:2015. The business strives to continually improve business performance and customer satisfaction. All customers should expect the same level of assurance and service at all times.

George Roberts (NW) Ltd has a responsibility to;

- Maintain ISO 9001:2015 standard certification through a UKAS accredited body, currently BSI, and to continually improve the effectiveness of the management system and review the status of targets and objectives
- Comply, adhere and promote NASC Audits of Code of Practice to ensure ongoing product compliance and capability
- Conduct supplier audits and manage performance of all third-party suppliers
- Create and maintain an Organisational Structure that promotes a culture that seeks to exceed customer expectations
- Provide adequate training throughout staff employment to ensure outstanding product knowledge and customer engagement, ensuring all necessary resources are made available to further compliance and establish best practice
- Establish and improve upon a framework within the Organisation that allows for the constant assessment and review of our quality objectives and to encourage the involvement of employees in developing the Quality Management System

The Chairman and Directors of George Roberts (North West) Ltd is responsible for the development and implementation of this policy, ensuring that quality objectives are met with the continuing involvement of all employees.

George Roberts (NW) Ltd will review this policy on annual basis, taking account of any changes within legislation and our organisation, and other factors

We will communicate this policy to all our employees and ensure that they are given appropriate training to raise awareness of quality issues. In return, employees have a duty to recognise their individual role in quality management controls and to comply with its requirements.

George Roberts (NW) Ltd will make this policy available when requested to interested parties, including members of the public, customers, suppliers, visitors and contractors.



G Roberts  
Chairman  
09 December 2019