

## Quality Policy Statement

Kent Flush Doors & Joinery Ltd have established a standard of quality for our products and services, primarily to achieve a level of performance, that will protect and enhance our reputation within the market sector we serve and enable us to satisfy the ever more stringent demands and requirements of our customers, together with any applicable specification, national or international standard whilst supporting the financial needs of our business.

To ensure that those requirements are met, it is the policy of Kent Flush Doors & Joinery Ltd, to emphasise quality awareness and assurance in all aspects of company activities. We aim to achieve, the following objectives:

- A profitable, sustainable and growing business, through the identification and satisfaction of our customer needs
- Continuous improvement in both customer satisfaction and in house performance targets set at Management Review level.
- Establishing an environment in which the commitment of all individuals to achieve the desired excellence is not only expected, but also encouraged and recognised.
- Close liaisons with all suppliers to ensure that only raw materials and products, which fully conform to requirements are available to our customers and encouragement of those suppliers to join with us in a commitment to a zero defect environment, both in terms of product and service quality.
- Close liaisons with all our customers to ensure the growth of customer satisfaction and the gaining of new markets for our expertise.

To support this policy, a fully documented system to control the services and operations is integral within the company structure. This system also addresses the requirements of ISO 9001 and provides assurance to our customers that all activities including, receiving, processing, finishing and delivery conform to our specified standards and that products or services supplied, conform to the requirements of the contract, customer expectations and any regulatory requirements.

We recognise that all employees have an input to and responsibility for the quality and performance of our process. Therefore selection, training and employee development, hold a position of high importance within the company for all aspects of our activities.

The documented quality system and it's procedures are continuously reviewed for their effectiveness and improved as required. Other procedures and working practices that strengthen the Quality Management System and our customers perception of Kent Flush Doors & Joinery Ltd shall also be reviewed and be subject to improvement as required.

Signed



Robert Foster  
Director

