

Quality Policy – Kingfisher Building Products

Scope

The Quality Policy applies to all staff and contractual third parties who directly interact with customers and have an impact on product and service delivery.

The Managing Director has overall responsibility for quality, whilst all employees have a responsibility within their own areas of work and remit to ensure that quality is embedded, and the highest possible standards are being adhered to and maintained.

Purpose

The goal of the organisation in providing sales of building products is to achieve superior external and internal customer satisfaction levels. Each employee's commitment to quality improvement and management's further commitment to implementation of supporting managerial and operation systems is essential to realising this goal.

The Quality Manual outlines the framework for the Quality Management System (QMS) within the business. This document is made available to all staff.

Quality Objectives

To demonstrate our commitment to quality we have set value adding Quality Objectives. These measurable objectives are monitored on an ongoing basis by Senior Management, using tangible data, to ensure the Quality Management System is achieving it's intended outputs and drive to continual improvement across the business.

Our Quality Objectives are documented within the Quality Objectives Tracker. This document is maintained and reviewed on an ongoing basis.

Policy

Established in 2003, Kingfisher Building Products manufacture and pack a wide range of mainly construction related chemical products including sealers, mould control, damp proofing, adhesives, roof coating, masonry coating, premium paints, mortar additives and certified timber preservatives.

Kingfisher Building Products is externally certified to ISO 9001:2015 and has a commitment to continually improve and develop its quality management system. To achieve this, we have an established a quality management framework that is subject to regular management oversight, monitoring and continual improvement. As well enabling us to identify and meet specific contractual and legislative requirements, the approach contributes to ensuring that all interested parties receive a consistently good standard of service.

We have adopted a process approach for our quality management system by identifying the top-level processes within the company, and then managing each of these discretely, but also recognising how these processes link and interact in line with our product and service lifecycle. This approach reduces the potential for nonconforming products and services. Instead, nonconformities, risks and opportunities are identified in real time.

Our approach to quality is based on our own business and operating requirements, not purely the requirements of external standards. We undertake regular and systematic reviews of our policies and overarching procedures as part of our internal audit plan and review of customer feedback which leads to the continual improvement of our working processes, the services and products we provide to our interested parties and the assurance that we are providing the best service possible.

This policy is supplemented by additional Quality Management Policies and Procedures contained within the Quality Manual.

Responsibilities

The Managing Director is committed to and responsible for ensuring the quality policy and objectives are defined and implemented in line with the strategic direction of the organisation.

The Managing Director is the designated owner of the quality policy. The **Production Manager & Administration Manager** is responsible for the maintenance and review of the quality management system on an ongoing basis.

The Quality Policy is communicated to all employees and relevant contractual third parties.

Managers are responsible for ensuring that all employees and relevant contractual third parties are made aware of and comply with the Quality Policy, relevant processes and procedures.