

Policy

Quality Management

Kinley Systems Ltd was established in 2008 to provide superior quality materials to the landscaping architectural industry. We are based in Staplecross, East Sussex and employ 12 people.

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations. We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:-

1. **Project Support** – supporting projects at any stage from concept to handover
2. **Specifier Support** – provision of Continuous Personal Development (CPD) Seminars, CAD drawings, product data sheets and product application information
3. **Contractor Support** – site visits, base training
4. **Selection and performance monitoring** of suppliers against set criteria
5. **Continuous training and development** for our employees
6. **Measurable quality objectives** which reflect our business aims
7. **Review** company delivery performance via standardised non-conformance reports to identify and record deficiencies in our service and supply to customers
8. **Management reviews** of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees.

This Policy is posted on the Company Notice Board and can also be found in the staff handbook.

Though the Managing Director has ultimate responsibility for Quality all employees have a responsibility within their own areas of work so helping to ensure that Quality is embedded within the whole of the company.

Signed: David Roadway

Position: Supply Chain & Process Manager

This revision dated: December 2015

Latest review dated: