


<b>Kingfisher Industrial Management</b>  <b>QUENSH</b> <b>Policy Manual</b>	Ref: 5 (Q) 4.3, 4.4.1 & 4.4.3 (E & S)	
	Page 8 of 26	
	Issue Status : A	
<b>TITLE: MANAGEMENT RESPONSIBILITY.</b>		

## QUALITY POLICY STATEMENT.

Kingfisher is committed to the on going development of our BS EN ISO 9001:2008 quality management system ensuring our resources achieve our aim of offering total customer satisfaction and service enhancement

This commitment extends to all activities carried out by the company where we are judged by customer satisfaction with regard to increased exposure and prosperity.

Our commitment is to:

- \* Provide resource to ensure that the standard is always adhered to. Independent verification of the company's quality management ability will be provided by an external third party.
- \* Provide excellence in customer service. This will be achieved through a culture of continual improvement, ensuring that the supply of products and service, fully conform to our customers requirements and needs, whilst maintaining the reputation that is synonymous with the company name in the market place.
- \* Ensure that all personnel engaged in tasks that may influence the quality of product or service to our customers, are aware of their responsibilities and obligations under the standard and are provided with adequate training and resources. It is also the responsibility of the managers to ensure that all employees under their control are aware of the requirements and needs of the customer. Senior management shall ensure that the organisations supplier performance is monitored in order to maintain or improve the level of customer or other interested parties' satisfaction, expected of Kingfisher Industrial.
- \* Ensure that objectives and targets are set and monitored at Management Review Meetings as an aid to measure the effectiveness and improvement of the quality management system. The ultimate target is to be a leading name in the market place. Our initial objectives are to increase sales and exposure in both the UK and overseas markets.
- \* Ensure this manual and all of its supporting procedures and work instructions are to be adhered to by all of our employees.
- \* Ensure that this quality policy will be explained to all employees by their departmental managers and will form part of the induction programme for all new employees. The policy will be reviewed for continuing suitability at the management review meetings.

The adherence of the procedures set out in our quality management system achieve a win, win situation for all; the involvement and participation of everyone will be actively sought and encouraged.

This policy statement is available, on request to all interested parties and is also available on the company's website: [www.kingfisher-industrial.co.uk](http://www.kingfisher-industrial.co.uk)

Yours sincerely,  
For and on behalf of Kingfisher Industrial,



John Connolly  
Managing Director  
Date of Issue 1<sup>st</sup> June 2010

<b>Issued By: Spencer Symons.</b>	<b>Signature:</b> 
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