# Quality Policy

Retail Furniture aims to provide defect free products to its clients within budget and on time.

The organisation operates a Quality Management System that runs parallel to BS EN ISO 9001: 2015 accredited, including aspects specific to the design, manufacture and supply of bespoke shop fitting solutions and display stands to the retail, leisure, health and education, finance and commercial sectors.

## The management team is committed to

- Develop and improve the Quality Management System
- Continually improve the effectiveness of the Quality Management System
- The enhancement of customer satisfaction

## The management team has a continuing commitment to

- Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
- Communicate throughout the organisation the importance of meeting consumer needs and all relevant statutory and regulatory requirements
- Establish the Quality Policy and its objectives
- Ensure that the Management Reviews set and review the quality objectives, and reports on the Internal Audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
- Ensure the availability of resources
- Provide training to meet the requirements of this policy

The structure of the Quality Management System is defined in the Quality Manual.

All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Manual.

The organisational complies with all relevant statutory and regulatory requirements. The organisation constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed in order to ensure its continually suitability. Copies of the Quality Policy made available to all members of staff. Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System.