

Company KMB Ltd
Quality Assurance Policy

Company KMB was established in xxxx to provide xxxxxxxx to the xxxxx industry.

Company KMB is based in xxxxxxx and employs xxxxx people.

Quality is important to our business because we value our customers.

Company KMB strives to provide its customers with products and services which meet and even exceed their expectations. Company KMB is committed to continuous improvement and has established a Quality Management System which provides a framework for measuring and improving our performance.

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

1. regular gathering and monitoring of customer feedback
2. a customer complaints procedure
3. selection and performance monitoring of suppliers against set criteria
4. training and development for our employees
5. regular audit of our internal processes
6. measurable quality objectives which reflect our business aims
7. 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, can be found in the staff handbook, on our website and available on request from our offices by anyone.

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.

The policy review date is xx/xx/xxxx and every 12 months thereafter unless otherwise required.

Signed

Date