

# BENCHMARK JOINERY (SOUTH EAST) LTD

## QUALITY POLICY STATEMENT

Benchmark Joinery (South East) Limited is a Joinery company based in Paddock Wood, Kent.

The company has been in existence since 2003. Its objectives are to provide a high quality service to its customers, whilst achieving a sustainable profit and protecting its employees.

Its customers perceive it to be a high quality manufacturer, principally working for architects, small to medium-sized construction companies and private customers. Work on the renovation and development of old or prestigious buildings has become a regular feature, particularly in the area of Kent, Sussex and surrounding areas.

In all of its work, the company seeks to enhance its reputation as a manufacturer of high quality joinery products, which are delivered on time to specification, and in which long-established clients are valued.

The Quality Assurance policy of the company is to provide customers with products and service in accordance with their technical and commercial requirements and in accordance with relevant industry standards and practices. Specifically, this means:

- Working to build a relationship of trust between the company and its clients in order to enhance levels of 'repeat' business.
- Recording their requirements accurately and providing quotations promptly.
- Manufacturing to quality standards to meet their expectations fully.
- Making best efforts to meet customers' delivery requirements.
- Dealing quickly with any customer concerns over service standards or product quality.
- Continuously improving the service we offer our customers.

In order to achieve these objectives the company maintains and operates a Quality Management System in accordance with this Manual.

All employees understand the importance of maintaining high levels of performance and work within the procedures laid down by this Quality System in order to ensure that an efficient and effective service is provided.

The responsibility for the implementation, operation and control of the Quality Management System is held by the Company Directors.

**Adrian Mitchell**

**Company Director**

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