

2.1.1 Quality Policy

Buck & Hickman supports the principles of Quality Assurance and defines the process for this in the Business Standards Manual held on the 'Trade Counter'. The Business Standards Manual will conform to the requirements of ISO 9001:2008 and any other compliance standard.

The Business supplies decorating materials, tools, industrial consumables and electronic equipment. The Business's objective is to be the customer's best supplier of these materials. Only as a Quality Supplier can the Business become the one shop stop for all requirements.

The Business will focus on customer needs to ensure products and services satisfy customer expectations by offering a broad range of components, equipment and accessories that are fit for purpose, enabling users to achieve and maintain the quality, product reliability and performance that their own Quality policy dictates.

The Business, working with its suppliers where necessary, will establish the compliance of all products and services with legal and other regulatory requirements.

The Business will offer a premium service based upon planned stockholding requirements to ensure customer delivery requirements are satisfied and will measure and record this performance as a basis for future quality planning and continual improvement.

The Business will also offer products and services that are not within the immediate defined product ranges, to service all customer need and be a 'One Stop' procurement solution, within proscribed commercial constraints.

All employees will be appropriately trained so they understand fully the importance of meeting customer, as well as statutory and regulatory requirements. All training will be recorded.

Senior management support will be given at all levels of the Business to ensure that sufficient resource is available to realise customer expectations, to ensure legal compliance and to see that the requirements of any relevant National or International standard are satisfied.

Periodic, scheduled reviews will be conducted to review the effectiveness of the quality systems in accordance with business and standard requirements.

This Policy is the responsibility of the Managing Director, Buck & Hickman. Monitoring of compliance with this policy is delegated to the QSHE Manager. Awareness of, and compliance with this policy is the responsibility of every manager in the Business.



Ian Ritchie
Managing director
Buck & Hickman
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