

Connevens Limited – Quality Management Policy Statement

In order to succeed, any company must satisfy its customers by matching its performance against their aspirations. Connevens Limited is committed to supplying products which completely meet the requirements of its customers, particularly with regard to technical performance, reliability, delivery and value for money.

Here are some of the things we do...

Commitment from our staff

- ✓ To fulfil this policy, it is acknowledged that every Company activity from accounts to stores has an effect on the quality of our products and services.
- ✓ Employee development through involvement, training and effective communications is essential in maintaining the satisfaction of its customers.
- ✓ The achievement of quality cannot be a divided responsibility.
- ✓ In performing any task, large or small, all staff must appreciate that they have the responsibility for achieving the quality of the end product and hence the well-being of the company.

Production

- ✓ All products manufactured by Connevens Limited are inspected and tested at every stage of the production process.
- ✓ All products are manufactured according to a process as detailed in a Works Order, which ensures consistency.
- ✓ Before becoming available for sale, all Connevens manufactured products are subject to a rigorous testing procedure by our Test & Inspection department. If an item fails any part of this test, it is rejected and reworked.

Goods Inwards

- ✓ All items, products and components go through an inspection process on delivery to Connevens Limited and are checked against a dedicated Product Inspection Sheet to ensure that they meet the required specification and standard.
- ✓ Where goods do not meet the standard as required by the Inspection Sheet, they are rejected to the manufacturer.
- ✓ We have a rolling process of reviews of the Inspection Sheets to ensure that they are always contain the most detailed, accurate and up-to-date information

Management

- ✓ All activities must be kept in control and under continuous self scrutiny
- ✓ Management instructions must always be clear, unambiguous and achievable; and whenever practical in written form.

- ✓ It is a manager's responsibility to make sure that his or her instructions are clearly understood by those who have to carry them out.
- ✓ Management will hold regular meetings to ensure quality objectives are met and subject to continual improvements.
- ✓ We have a rolling programme of reviews and audits but as good professional practice, every department should monitor its own activities.

Service

- ✓ We have developed our technology and infrastructure in order that we may offer the latest available technology to meet our customers' expectations and the ever changing demands of the market place.
- ✓ We are proud to provide a high level of service to our customers with as minimum cause for complaint as possible.
- ✓ When complaints are received, they will be attended to in a timely manner, by a member of our Management Team, with a view to eliminate the root cause and prevent recurrence. We take any complains very seriously.
- ✓ We ensure that we maintain a healthy constructive work environment that enables personnel to produce optimal output.
- ✓ By maintaining a dialogue with our customers and encouraging them to give us feedback, we aim to understand our markets and customer needs and expectations and continuously improve our service to facilitate growth.