Quality

Group Quality Policy

HUWS GRAY GROUP

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Huws Gray has an established Quality Management System with the principal aim of improving customer satisfaction within the business. The company is committed to developing procedures and systems that improve our service provision and, ultimately, the quality of our customer service.

Huws Gray is committed to the following;

- The provision of an excellent and improving service
- The development of mutually beneficial and positive trading relationships
- The continued stock and supply of merchandise
- The annual communication of business specific targets by Management Directors
- Maintaining a sales and service driven approach for the benefit of all customers, the company and its employees
- Ensuring that all legal and industry standards are complied with.

Huws Gray will seek to achieve the above through the following means;

- Internal audits at regular intervals • The monitoring and measuring of processes whereby corrective action and preventative action will be undertaken in order to promote continual improvement in customer service
- The identification and measuring of key performance indicators
- Effective control over damaged, faulty or incorrect stock to ensure it is not re-sold
- Regular meetings with customers, where required, and fast response to any complaints or issues raised
- Regular reviews of legal and industry standards

Daksh Gupta
Group Chief Executive Officer

Responsibilities & Accountablities

Chief Executive Officer & Board of Directors

The Chief Executive Officer and the Board of Directors **will:**

- Demonstrate visible commitment, promoting Policy aims and objectives
- Ensure that adequate resources are available to meet Policy objectives
- Monitor Policy implementation and company quality performance

Regional Managers, Area Managers & Heads of Department

- Lead on quality issues and help promote responsible attitudes
- Ensure that company Policy and standards are effectively implemented
- Use Key Performance Indicators to measure business improvements.

Branch or Site Managers

- Ensure that all Quality procedures are effectively implemented
- Maintain excellent customer service and respond appropriately to complaints
- Communicate the policy to all employees.

All Colleagues

- Co-operate with management over the implementation of quality procedures
- Report issues with stock or low standards of customer care.

Responsibilities & Accountablities

Environmental & Quality Manager & SHEQ Team

- Develop appropriate quality, policies, strategies and standards
- Develop and communicate appropriate management systems and procedures
- Provide advice, support and guidance to managers on Quality management
- Provide relevant information to help monitor and improve performance.