

Quality Policy & Objectives 2019

Pendock are committed to our Quality Policy it is designed to ensure that we manufacture products of a consistently high standard and provide a quality of service which results in high levels of customer satisfaction and repeat business.

Pendock sets itself apart from the competition by manufacturing its products within the UK and by its possession of both ISO 9001 and FSC Certification.

GOALS


To achieve our objectives, we have established the following goals;

- To deliver what we promise in quality, quantity and timeliness
- To understand and exceed our customers' expectations
- To grow our market share through the quality of our business offer
- To increase our sales of core products demonstrated through sales KPI's
- To seek new opportunities to expand our business
- To treat our employees and suppliers fairly and as individuals

Procedures have been written with the following objectives in mind;

- To provide a next working day delivery service to our customers with standard non bespoke products
- To be the market leader, growing our business year on year by expanding our product ranges and finding new markets
- To understand and meet the requirements of our customers
- Comply fully with any applicable product standards, legislation and regulations
- Implement, operate and improve an effective Quality Management System
- Constantly seek opportunities for improvement in products, services, processes and systems
- Employee Handbook setting out clear standards for the fair treatment of employees
- Quality Policy statement is available to all interested parties, being employees, suppliers and neighbours

Signed:



Richard Braid
Managing Director