

Quality Assurance Policy

Quality Assurance Goals

Delivering a consistently high quality product to our customers.

Matching product lifecycle with customer expectations.

Achieving best environmental impact to lifecycle equation.

Achieving compliance with all relevant national and international quality procedures and standards.

Achieving compliance with all relevant national and international product standards.

Maintaining service levels that meet or exceed customer expectations.

Continual improvement.

Strategy for Achieving the Quality Assurance Goals

Implement and monitor the process management model to ensure best practices and consistent product quality.

Implement and monitor service level agreements to ensure our service levels meet or exceed the expectations of our customers.

Ensure strict quality assurance procedures throughout the process with well-defined procedures and responsibility for quality assurance.

Discuss and understand the needs of our customers and monitoring these needs so that we change as the need changes.

Calculating the environmental impact of products and reviewing the results with a view to improvement.

Provide training for staff at all levels and monitoring their performance.

Acting upon customer feedback and complaints.

Ensuring our primary focus is on prevention rather than cure.



Sean Towers
General Manager - Kudox Limited

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