

# BRETT GROUP QUALITY POLICY



**At the Brett Group delivering quality is fundamental to the way we do business and we aim to achieve the highest practicable standards in our products, operations and services to customers.**

**In order to achieve this we will:**

- Define the quality criteria and standards specific to each Brett Group business including certification to BS EN ISO 9001 as appropriate.
- Develop and review business specific quality objectives.
- Ensure all employees are competent on the basis of appropriate education, training, skills and experience.
- Ensure all employees adhere to the relevant operating processes and procedures detailed in our integrated management system QHEST.
- Promote responsible sourcing of materials throughout our supply chain including certification to BES 6001 as appropriate to each Brett Group business.
- Ensure all products and constituent materials are routinely tested to demonstrate conformity with relevant standards.
- Continually improve products and services to ensure customer satisfaction.
- Ensure all plant, equipment and delivery vehicles are suitably maintained.
- Deliver products and services in a timely manner in accordance with customer requirements.
- Develop new products to meet market needs and legal requirements.
- Encourage all employees to report any conditions, equipment or practice that may adversely affect the quality of products and services.
- Investigate complaints and provide feedback to customers in a timely manner.
- Carry out routine audits and management review of the integrated management system QHEST.
- Monitor and review customer satisfaction through regular feedback and surveys.



Bill Brett  
Group Chairman

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Last reviewed  
23 July 2021



**ISSUE: 8**