

National Quality Policy Statement

Stan Robinson Distribution Ltd has built a reputation for providing all of its customers with a high level of service, which includes rapid and flexible responses to the specific requirement of each contract. With continued investment and commitment to the new Quality Standards we aim to further improve on these service levels to ensure Legal Compliance and Customer satisfaction, which will ensure that we maintain our high growth levels over the coming years.

It is the policy of Stan Robinson to ensure that every contract and individual job is executed from original negotiation to completion in a manner that sets and maintains a level of service consistent with the expectations of each customer. We aim to meet these expectations through clearly defined process management and regular review meetings, staff training, surveys and point of contact feedback.

Additionally, Stan Robinson have invested in "leading edge world class" IT systems in transport tracking & warehouse management to further enhance our Quality Management System and customer service.

The implementation is the responsibility of every employee, including the Directors who make the policy decisions. These policies will be reviewed on a regular basis to ensure they still align with our objectives. Every member of staff is familiar with this policy and the processes and practices relevant to their area of the business. All staff are actively encouraged to make positive suggestions for improvement via their line manager or member of the Board.

To ensure that Stan Robinson can provide the service levels expected, all our suppliers will be approved through a documented procedure in order to assure quality, of product, service levels and competitive pricing are achieved at all times.

The Stan Robinson Quality System has the full support and backing of the Directors and it is essential that everyone in the Company understands and complies with the documented processes based on EN ISO 9001 2015, in order to achieve a consistent approach to the aim of continual improvement.

This Policy is to be issued to all staff and displayed throughout the organization in order that everyone is aware of its intentions.

Mark Robinson



Managing Director

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