

# QUALITY MANAGEMENT SYSTEM POLICY STATEMENT

Rowlinson Garden Products Ltd believe that every sale is worth achieving and worth doing it well.

We believe that with our experience, products and talent we provide our customers with exceptional sustainable timber products and service.

To ensure customer satisfaction we aim to provide products and services that:

Exceeds customer's expectations  
Achieves continual profitable sales growth year on year

Our objectives for achieving this are:

**Support our current customer base and increase product distribution by measuring turnover;**  
**Monitor and reduce customer issues and returns numbers;**  
**Monitor and measure product availability on time and in full.**

The directors and staff will meet our objectives by:

**Resolving any problems quickly and ensuring they don't re-occur.**  
**Complying with all legal and statutory requirements**  
**Providing factual information**  
**Constantly reviewing and improving our operation**  
**Informing and looking after all our staff and growing our own in-house talent**

Top Management and all staff are committed to establishing, maintaining, constantly reviewing and improving our ISO 9001:2015 quality management system and keeping our commitments to our customers and satisfying applicable requirements.

Copies of our quality policy are made available to all our customers and members of staff.

**Signed:** *C. D. Firth*  
**Name:** Mr. C. D. Firth  
**Title:** Managing Director  
**Date:** 9<sup>th</sup> February 2021