

QUALITY POLICY

It is the policy of Lamberts to maintain a quality system designed to meet the requirements of ISO 9001:2015 in pursuit of its primary objectives, the purpose and the context of the organisation. It is the policy of Lamberts to:

- ▶ Give satisfaction to all of our customers, other stakeholders and interested parties, whenever possible, by understanding their needs and strive to exceed their expectations.
- ▶ Provide a high level of product quality and availability with error free transactions and where possible to provide these products from quality assured sources.
- ▶ Establish unity and direction to create and maintain an internal environment in which people can become fully involved in achieving our quality objectives.
- ▶ Comply with all legal requirements, codes of practice and all other requirements applicable to our activities.
- ▶ The reduction of hazards, risks, prevention of injury and ill health.
- ▶ Provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met.
- ▶ Ensure that all employees are made aware of their individual obligations in respect of this quality policy.
- ▶ Maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on “risk”.
- ▶ Ensure the Company maintains its awareness for continuous improvement the Business Management Manual is regularly reviewed and audited.

This quality policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on customer service. To ensure the company maintains its awareness for continuous improvement, the quality system is reviewed by “The Senior Management Team” to ensure it remains appropriate and suitable to our business.

The Quality System is subject to both internal and external annual audits.

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