



Quality Policy

Statement of Company Policy



Grafton Merchants GB and CPI Euromix have an established Quality management system with the principal aim of improving customer satisfaction within the business. The companies are committed to developing procedures and systems that improve our service provision.

GMGB and CPI are committed to the following:

- The provision of an excellent and improving level of service
- The development of mutually beneficial and positive trading relationships
- The continued stock and supply of merchandise, the details of which are listed in paragraph 1 on page 2
- The annual communication of business specific targets by Managing Directors
- Maintaining a sales and service-driven approach for the benefit of all customers, the company and its employees.

GMGB and CPI will seek to achieve the above through the following means:

- Conformance with the Quality management system ISO 9001
- Internal audits at regular intervals
- The monitoring and measuring of processes whereby corrective and preventative action will be undertaken in order to promote continual improvement in customer service
- The identification and measurement of Key Performance Indicators
- Effective control over damaged and faulty stock to ensure it is not re-sold
- Regular meetings with the customers and fast response to any complaints or issues raised.

Signed: 


Mark Kelly, Chief Executive GMGB
Larry Dale, Chief Executive CPI Euromix

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Key Responsibilities and Accountabilities

Chief Executive

- Demonstrate visible commitment, promoting Policy aims and objectives
- Ensure that adequate resources are available to meet Policy objectives
- Monitor Policy implementation and company quality performance.

Managing Directors, Divisional Directors, Regional Directors, Managers

- Lead on quality by communicating our aims to all parts of the organisation
- Ensure that company Policy and standards are effectively implemented
- Use Key Performance Indicators to measure business improvements.

Branch Managers, Store Managers, Store Supervisors

- Ensure that all quality procedures are effectively implemented.
- Maintain excellent customer service and respond appropriately to complaints
- Communicate the policy to all employees.

All Employees

- Co-operate with management over the implementation of quality operating procedures
- Report issues with stock or low standards of customer care.

Group Head of Health, Safety and Environment

- Develop appropriate quality policies, strategies and standards
- Develop and communicate appropriate management systems and procedures
- Provide advice, support and guidance to managers on Quality management
- Provide relevant information to help monitor and improve performance.

Full details of operating procedures can be found on the GMGB intranet.

Quality Management Arrangements

1. Scope

- This policy applies to the stock and supply of building, plumbing, insulation and timber materials, heating equipment, ironmongery, power and hand tools, kitchen and bathroom equipment
- Hire out power plant and hand tools
- The manufacture and distribution of mortars, renders, concrete and screeds.

2. Exclusions

The following sections of the ISO9001:2008 are not part of the company's activities:

- Design and Development (GMGB only) because we buy completed products for stock and sale without alteration at GMGB apart from splitting packs
- Validation of Processes for Production and Service Provision: because completion of service is validated by customers at the time: or by internal processes.

3. Methods of Achieving Prescribed Aims

GMGB and CPI are committed to the following:

- Improving the effectiveness of the management system
- Keeping updated with external trends and changes in the merchanting/mortar business
- Working closely alongside customers and suppliers
- Considering risks to the business
- Communication via managing directors of company targets to all employees annually
- Meeting the key performance indicators set by the customer (GMGB only.)

4. Internal Communications

These will occur via notice boards, emails, newsletters, audits and announcements following board meetings.

5. Non Conformities

When identified, the companies will take appropriate action. This will be done through:

- Identifying the root cause of the non conformity
- Monitoring customer feedback
- Analysing trends in key performance indicators.

The actions will be:

- Ensuring damaged stock is correctly quarantined
- Conducting regular performance reviews with the customer.

6. Reviews

GMGB and CPI will review the operating and quality procedures for the companies on a yearly basis or if short falls are identified.

7. Resource Management

The companies ensure that appropriate and adequate resources are available to promote continued improvement and customer satisfaction. These include:

- Building, workspace and associated utilities
- Computer hardware and software
- Supporting services, infrastructure and communications
- Raw materials.

Full details of the merchandise offered by Grafton Group can be found on the websites of the specific businesses.

Note. Full details of operating procedures can be found on the GMGB intranet.