

RESYN

SEAMLESS SURFACING

QUALITY POLICY STATEMENT

RESYN is a recognised professional in the installation of resin-based flooring solutions for a diverse range of commercial and industrial environments.

The responsibility for quality is actively owned by every person, in every area of our business across RESYN. We are committed to total customer satisfaction.

We ensure that we meet our responsibilities and obligations to customers, employees, our partners and suppliers aiming to comply with and where possible exceed all current regulation, laws and code of practice. We are committed to the continuous improvement in the effectiveness of our management system.

The policy underpins the strategic goals and objectives of the business which are set, reviewed and updated as the company develops. As such we will:

- Identify, measure and understand our customers' expectations and perceptions of our performance and implement improvements to increase customer satisfaction.
- Enable and engage our employees at all levels to drive performance improvement across our entire value chain from enquiry to sale, order to fulfilment and on-going service and support.
- Define quality management responsibilities within the RESYN organisation structure including establishing competency and resource requirements, relevant training and development needs.
- Ensure quality is integrated into the business process for managing change, as we drive the development of the business.

We have the following systems and procedures in place to support us in our aims:

- Regular gathering and monitoring of customer feedback.
- A customer complaints procedure.
- Selection and performance monitoring of suppliers against set criteria.
- Regular audit of our internal processes.
- Management reviews of audit results, customer feedback and complaints.

Our internal procedures are reviewed regularly and are held within a Quality Manual which is made available to all employees.

This policy applies to RESYN and will be reviewed on an annual basis.



Matthew Brown

Managing Director

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 01778 343670  RESYN.co.uk

 RESYN, Crusader House, High Street, Maxey, Peterborough, PE6 9HQ

Reg in England No. 3059829

