

At **James Burrell** we believe that every sale is worth doing and worth doing well.

We believe that with our experience, resources and talent we provide our customers with exceptional service.

To ensure customer satisfaction, our quality objectives are:

- **Ensure deliveries are made on time with better use of local branches to reduce time wasted on site.**
- **Ensure deliveries are made in full to reduce repeated wagon trips and their external impact.**
- **Reduce aged stock to ensure higher product quality and create space to introduce new product ranges.**

Directors and staff will meet our objectives by:

- **Giving honest answers**
- **Sorting out problems quickly and making sure they don't occur again**
- **Not making excuses**
- **Complying with all legal and statutory requirements**
- **Constantly reviewing and improving what we do**
- **Informing and looking after our staff and growing our own talent**
- **A commitment to satisfy applicable requirements**
- **A commitment to continual improvement of the quality management system**

The directors and all staff are committed to establish, maintain, constantly review and improve our ISO 9001:2015 quality management system standards and keep our promises to our customers.

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

**Signed:** *Mark Richardson*

**Name:** Mark Richardson

**Title:** Managing Director

**Date:** 09.08.18