



Quality policy

At Sanbra Fyffe, we undertake to deliver products and a service that surpasses the standards anticipated by our customers.

Everyone at Sanbra Fyffe appreciates the importance of consistently delivering high quality products and customer care as a basic requirement of their job.

Our Quality Management System is regularly reviewed to ensure that we always meet our quality standards and improve them where required.

We have set ourselves the following quality objectives

- We will work to maintain our ISO9001:2015 Quality Management Certification and ensure continuous improvement in all products and services delivered to our customers.
This objective is measured by no major non-conformance findings on surveillance audits.
- We will comply with statutory and regulatory requirements.
This objective is measured by zero actions that lead to violations or findings from regulatory inspections.
- We will strive to achieve all of our business Key Performance Indicators
- We aim to achieve a 100% customer satisfaction feedback from customers
This objective is measured by annual Customer Service Survey and constant feedback from field sales and internal sales office team.

We will review these objectives on an ongoing basis for suitability and compliance.

The above policy is explained, understood and adopted by all staff

Martin Murphy
Managing Director

29th July 2019