

# Quality Policy

**Policy Owner:** Jody Walker

**Approved by:** Managing Director

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## Purpose and Scope

OSI's Quality Policy defines our commitment to delivering products and services that meet or exceed our customers' requirements and expectations. We specialise in the delivery and installation of office and educational furniture, and quality is paramount in every step – from sourcing products, to logistics, to installation and after-sales service. The purpose of this policy is to ensure a consistent approach to quality management throughout our small business, thereby enhancing customer satisfaction and continuous improvement. This policy applies to all employees and operations of OSI. Every team member, from warehouse staff to on-site installers to office management, has a role to play in maintaining and improving quality.

## Quality Commitment Statement

**Office Supplies for Industry Ltd is committed to providing high-quality products and services that we can be proud of and that our clients can rely on. Our core quality objectives are:**

**Customer Satisfaction:** We put our customers at the heart of what we do. We aim to understand our clients' needs thoroughly and deliver solutions that fulfill their requirements in terms of product suitability, timely delivery, professional installation, and value. We solicit feedback from customers on a regular basis and use it constructively to improve our processes and address any issues promptly.

**Compliance and Standards:** We commit to comply with all relevant statutory and regulatory requirements related to our products and services. This includes safety standards for furniture, installation guidelines, and any applicable British/International Standards or client-specified quality standards. While OSI may not be formally certified to ISO 9001 (Quality Management System), we align our processes with ISO 9001 principles – focusing on strong customer focus, involvement of competent staff, a process approach, and continual improvement.

**Right First Time Delivery:** We strive for error-free performance in all tasks. Our goal is to deliver the correct items, in the correct quantity, in perfect condition, to the correct location, at the agreed time – and to install them correctly the first time. We aim to minimize instances of delivery errors, product damage, or installation snags. If mistakes do occur, we take immediate action to rectify them and learn from them to prevent recurrence.

## How We Achieve Quality

## **To fulfill our quality commitments, OSI has implemented the following practices:**

**Skilled and Trained Staff:** We ensure our employees have the necessary skills, training, and resources to do their jobs right. Installers and delivery crews are trained in handling furniture with care, installation techniques, use of tools and equipment, and client etiquette (especially important when working on school or office premises). Our office staff are trained in order management, customer service, and project coordination. We encourage a culture of pride in workmanship and empower employees to stop and seek guidance if they encounter an issue that could compromise quality.

**Procurement and Supplier Quality:** We carefully select the manufacturers and suppliers of the furniture and products we deliver. OSI works with reputable brands and vetted suppliers who are known for quality and reliability. We seek suppliers who provide warranties and who themselves adhere to quality standards (many of our suppliers are ISO 9001 certified or equivalent). Incoming products are inspected where feasible to ensure they meet specifications and are free of defects. We maintain good communication with suppliers so that any quality concerns can be swiftly addressed and remedied.

**Process Control:** We have established clear processes for each stage of our service – from order processing, through warehousing, delivery, installation, to sign-off and aftercare. Checklists and standard operating procedures (SOPs) are used to maintain consistency. For example, before dispatch, orders are double-checked against packing lists; during installation, supervisors follow a checklist to ensure all items are installed correctly and safely; upon completion, the site is tidied and the client's representative is invited to inspect and sign off. If any item is found damaged or missing, our team records it and arranges for replacement or fix as a priority. Documentation (like delivery notes, installation reports, and client sign-offs) is retained as quality records.

**Equipment and Tools:** We utilize appropriate tools and equipment to aid quality outcomes. For instance, our delivery vehicles are equipped with padding and restraints to prevent transit damage; our installers use the correct tools (power drills, levels, safety gear) to assemble furniture according to manufacturer instructions. We regularly maintain and calibrate tools and equipment to ensure they function correctly. Use of proper equipment not only ensures safety but also improves the quality and consistency of installation work.

**Quality Inspection and Testing:** At various stages, we conduct inspections to verify quality. Warehouse staff inspect goods received and before loading for delivery. Installation team leads do a walkthrough inspection after set-up to ensure everything is assembled properly, aligned, and functioning (for example, drawers slide smoothly, desks don't wobble, etc.). For larger projects, a project manager or Director may do a random audit of the finished work. In some cases, we might invite the client during installation to verify placement of items or custom arrangements, to ensure it meets their expectation before finishing up.

## **Continuous Improvement**

**Quality management is not a one-time effort but an ongoing process. OSI is committed to continuously improving its services and internal processes. We achieve this through:**

**Customer Feedback and Complaints Handling:** We treat every customer feedback – positive or negative – as an opportunity to improve. Feedback is logged and reviewed. Any complaint is recorded in our quality log, investigated to determine root cause, and resolved to the customer's satisfaction where possible. We perform root cause analysis for significant issues (e.g., repeated delivery delays or an installation problem) and implement corrective actions. This might involve retraining staff, changing a procedure, or working with a supplier to fix an issue.

**Internal Reviews and Meetings:** Management conducts periodic reviews (for example, quarterly management meetings) where quality performance is discussed. We look at key performance indicators (KPIs) such as on-time delivery rate, incident reports, customer satisfaction survey results, and any non-conformances encountered. These reviews allow us to measure how well we are meeting our quality objectives and to set new targets. We also encourage team meetings or “toolbox talks” where front-line employees can voice any process inefficiencies or suggest improvements – their hands-on experience is invaluable for practical enhancements.

**Adapting to Change:** When there are changes in the industry, client requirements, or regulations, we update our processes accordingly. For instance, if new health and safety guidelines for installations are introduced or if a client requires adherence to a specific quality standard, we integrate those into our work instructions. We also stay informed of new tools or technologies that could improve our quality (for example, software to track deliveries or improved installation techniques) and consider adopting them if beneficial.

## **Management Responsibility**

The ultimate responsibility for quality at OSI lies with the Managing Director and the leadership team. They are committed to providing direction, resources, and support to ensure the Quality Policy is implemented effectively. Management will ensure that quality objectives are established and communicated clearly within the organisation. They will also ensure that this Quality Policy is reviewed (at least annually) for continuing suitability and effectiveness. Any changes or updates to the policy will be communicated to all employees. Every member of OSI's team is expected to understand this policy and how their role contributes to quality outcomes. By working together under the guidance of this policy, we aim to deliver excellent service every time and enhance our reputation as a quality-driven SME in the public sector supply chain.

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