



# Our Quality Policy

At Wyckham Blackwell Group we believe that every sale is worth achieving and worth doing it well.

We believe that with our experience, products and talent we provide our customers with exceptional sustainable timber engineering systems and service.

To ensure customer satisfaction we aim to provide products and services that:

- Exceeds customer's expectations**
- Achieves continual sales growth each year**

Our objectives for achieving this are:

- Maintain our current customer base**
- Achieve minimum 95% On Time In Full**
- Maintain current working quality standards**
- Monitor and reduce customer complaints and issues**
- Reduce internal CAR issues by 20%**
- Actively promote customer feedback and response**

The 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**

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

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

Ed Kirk  
January 2024  
Operations & Innovation Director