



cos group

Quality Policy Statement

To become the first choice for office solutions in Wales, by providing outstanding customer satisfaction, and a diverse range of quality products and services.

In order to achieve our vision, our mission is to constantly look beyond our customers' expectations, and to be committed to continual improvement throughout the business. We will strive to effectively manage our costs, to develop and invest in our people and provide unbeatable customer service.

Customer service is paramount to our business. We aim to listen, appreciate and adapt to our customer needs and reflect our commitment by building strong, constructive and long lasting relationships.

COS Group commit to achieve the above by implementing a quality management system that meets the requirements of ISO 9001:2015. We are also committed to meeting the requirements of our customers as well as legal and statutory requirements and the continual improvement of the system to ensure it remains effective and suitable.

All personnel within the company are responsible for the quality of their work. The company provides training and has established systems to assist all personnel to achieve the desired standards.

The Quality Manager is responsible for monitoring the quality system and reports to the Management Review Committee on the systems implementation, status and effectiveness.

The policy, organisation and procedures necessary to achieve the requirements are described in our quality management system and provide a framework for establishing and reviewing our quality objectives.

The policy is communicated and understood by all personnel within the organisation.

Signed:

David Emery
Managing Director - Operations

Date: 29th January 2019
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