



Quality Policy

CJP Sales was established in 1985 to provide small lots of polymer to the UK plastics manufacturing market. We are based in Bridgend, South Wales and currently employ 10 people.

Quality and a high level of service are very important to our business and, above all else, we value our customers, as well as, our suppliers. We continually strive to provide products and services which meet, and even exceed, their expectations. By listening, learning and sharing information we aim to build and maintain strong commercial relationships, which have proven, over the years, a solid foundation on which is to build our business.

We have an established Quality Management System, which proves to be a well structured framework for measuring and improving our performance. The following systems and procedures are in place to support us in achieving total customer satisfaction and continuous improvement throughout CJP Sales:

1. A Customer Complaints Procedure which is regularly reviewed and actioned and linked to a Supplier Performance Review
2. Regular visits to customers
3. Regular telephone contact to customers
4. Performance Review of all suppliers
5. Training, monitoring and development of all staff
6. Internal auditing of the Company's processes
7. Key Performance Indicators, measuring business activity and success
8. Annual external audit of all quality procedures.

This policy ensures our business progresses in a controlled and well managed structure whilst delivering the Company's key objectives to customers and suppliers.

Though the Managing Director has ultimate responsibility for quality, all employees have a responsibility within their own areas of work to ensure that quality procedures are followed and customer satisfaction achieved at all times. This ensures the quality principal is practised, and acknowledged within the whole structure of the Company.

Nicola B Benyon
Managing Director

Date: 04/01/2018