



*C.J.P. Sales Ltd.*

PVC and Polymer Distribution



### 1.3 QUALITY POLICY

CJP Sales was established in 1985 to provide small lots of polymers 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 all our Interested Parties. 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 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:

- Quality Objectives
- Customer Complaints Procedure which is regularly reviewed and actioned and linked to a Supplier Performance Review
- Regular visits to customers to fully understand their needs.
- Regular telephone contact to customers to fully understand their needs.
- Training, monitoring, and development for all staff
- Internal auditing of the Company's processes
- Measuring business activities and carrying out regular business diagnostics and review of Key Results.
- Recording and assessing the Risks, Opportunities, non-conformities, and planning of changes.

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

The Directors have ultimate responsibility for the communication of the Quality Policy to all our interested parties. CJP personnel have a responsibility within their own areas of work to ensure that our quality procedures are followed, and customer satisfaction is always achieved. This ensures the quality principle is practiced and acknowledged throughout the organization.

Connor Benyon  
Managing Director

Date: - June 2024 Version. 11