

# Quality Policy

CPI has an established Quality Management System with the principal aim of improving customer satisfaction within the business. The company is committed to developing procedures and systems that improve our service provision and, ultimately, the quality of our customer service.

CPI is committed to the following;

- The provision of an excellent and improving service
- The development of mutually beneficial and positive trading relationships
- The continued stock and supply of products
- The annual communication of business specific targets by the CEO and Senior Management Team
- Maintaining a sales and service driven approach for the benefit of all customers, the company and its employees
- Ensuring that all legal and industry standards are complied with

CPI will seek to achieve the above through the following means;

- Conformance with the requirements of ISO 9001
- Internal audits at regular intervals
- The monitoring and measuring of processes whereby corrective action and preventative action will be undertaken in order to promote continual improvement in customer service
- The identification and measuring of key performance indicators
- Regular meetings with customers, where required, and fast response to any complaints or issues raised
- Regular reviews of legal and industry standards



**Tony O'Sullivan, Chief Executive CPI**

**May 2026**

## Key Responsibilities and Accountabilities

<b>Chief Executive</b>	<ul style="list-style-type: none"> <li>• Demonstrate visible commitment, promoting Policy aims and objectives</li> <li>• Ensure that adequate resources are available to meet Policy objectives</li> <li>• Monitor Policy implementation and company quality performance</li> <li>• Ensure the appropriate policies, strategies and standards are embedded in the business</li> </ul>
<b>Senior Management team</b>	<ul style="list-style-type: none"> <li>• Lead on quality issues and help promote responsible attitudes</li> <li>• Ensure that company Policy and standards are effectively implemented</li> <li>• Use Key Performance Indicators to measure business improvements</li> </ul>
<b>Site Managers</b>	<ul style="list-style-type: none"> <li>• Ensure that all Quality procedures are effectively implemented</li> <li>• Maintain excellent customer service and respond appropriately to complaints</li> <li>• Communicate the policy to all employees</li> </ul>
<b>All Colleagues</b>	<ul style="list-style-type: none"> <li>• Co-operate with management over the implementation of quality procedures</li> <li>• Report issues with stock or low standards of customer care</li> </ul>
<b>Quality Team</b>	<ul style="list-style-type: none"> <li>• Develop and communicate appropriate management systems and procedures</li> <li>• Provide advice, support and guidance to managers on Quality management</li> <li>• Provide relevant information to help monitor and improve performance</li> </ul>