

The DRH Collection Limited **Quality Assurance Policy**

The DRH Collection Ltd was established in 2004 to source, import and supply high quality ceramic and glassware to the retail and hotel/restaurant industries. We are based in Hackney, East London and employ 5 people.

Quality is important to our business because we value our customers. We strive to provide our customers with products and a service which meet and even exceed their expectations and are recognised as being one of the highest in the industry. We are committed to continuous improvement and have established a Quality Management System which provides a framework for monitoring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:-

1. regular gathering and monitoring of customer feedback
2. a customer complaints procedure
3. selection and performance monitoring of suppliers against set criteria, in particular Ethical Trading Initiative
4. training and development for our employees
5. regular audit of our internal processes
6. measurable quality objectives which reflect our business aims
7. management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees.

This policy is posted on the Company Notice Board, it can also be found in the staff handbook, and can be downloaded from our website.

Though the Managing Director has ultimate responsibility for Quality all employees have a responsibility within their own areas of work so helping to ensure that Quality is embedded within the whole of the company.

The policy review date is 01 July 2010

Signed

David Holmes

Date

30th June 2009