

## 4.0 Quality management policy statement

KKB Group accepts responsibility for the complete satisfaction of our customers. We exercise this responsibility through adequate training of our employees, adherence to proven procedures, total commitment to meeting and exceeding customer requirements, and maintaining a organisation culture that fosters continuous improvement. Our objective is to deliver defect-free products/services on time, every time.

KKB Group has developed, documented, implemented and maintains its quality system in accordance with the requirements of BS EN ISO 9001:2015, Quality management systems – Requirements.


KKB’s quality system is based upon a “process approach” to quality management and:

- identifies the processes needed for the quality system;
- determines the sequence and interaction of these processes;
- determines criteria and methods required to ensure the effective operation and management of these processes;
- ensures the availability of resources and information necessary to support the operation and monitoring of these processes;
- monitors, measures and analyses these processes, and implements actions necessary to achieve planned results and continual improvement.

KKB continually maintains and improves these processes in accordance with requirements of BS EN ISO 9001:2015, Quality management systems – requirements. Management and supervisory staff have responsibilities for the implementation of the policy and must ensure that quality management issues are given adequate consideration in the planning and day-to-day supervision of all work.

All employees and sub-contractors are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own works, so far as reasonably practicable, are carried out without risk to themselves or others. This includes co-operating with management on any quality management related matter. We will take all practical steps to ensure that potential hazards and risks are identified and that suitable and effective preventive and control measures are implemented. All employees will be provided with the necessary resources, equipment, information, instruction and training to fulfil the requirements of this policy.

The Managing Director has overall responsibility for all quality management matters. The operation of this policy and the associated procedures will be monitored and reviewed on a regular basis. The Board of Directors, who give their full support to its implementation, have endorsed this policy.

Signed:		Name:	Dalbeer Bhanot
		Designation:	Managing Director
Date:	1  12  2016	Agreed date for review:	1  12  2017

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Company Registration No. 7313315 KKB Group are an Equal Opportunity Employer