

Nutland Carpet Accessories Ltd

Quality Management Process

Nutland Carpet Accessories Ltd accepts responsibility for the complete satisfaction of its customers. We exercise this responsibility through adequate training of our employees, adherence to proven procedures and total commitment to meeting and exceeding customer requirements and to foster continuous improvement.

Management Commitment

The management of Nutland Carpet Accessories Ltd is committed to implementing and maintaining a quality documented quality system. This commitment includes ensuring that customer requirements are understood and appropriately addressed, the quality process is understood and implemented at all levels of the organisation. Quality objectives and plans are established as necessary and the responsibilities of all functions affecting quality are clearly defined. The quality management system is reviewed annually to determine its effectiveness.

Inspection and Test Procedure

All purchased materials which are intended for use as deliverable products are subject to inspection and/or testing by the Company. Upon receipt of products, receiving staff verify the quantity of delivered units, checking for any signs of damage and identifying correct goods are received. If all these checks and inspections are satisfactory, receiving staff sign the delivery receipt. If not, any shortages or damages are noted on all copies of delivery receipts or not accepted at delivery and returned.

On critical products further inspections/tests are performed. This type of inspection includes:

- Review of material safety data sheets, supplier documentation and any other relevant documentation delivered with the product
- Visual inspection to detect any damage or other visible problems
- Performing measurements and testing against specified requirements as required

Upon acceptance, products are moved to stock.

Final inspection and Test before Delivery/Collection of Products

Products are not released and approved for delivery/collection until inspection has been satisfactorily completed and checked against Delivery/Collection Notes.