



Bentincks Ltd
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Continuous Improvement Policy Statement

Bentinck Furniture is one of the largest independent Manufacturers, Wholesaler and Retailer in the North East.

The business operates throughout the UK and internationally.

We are committed to the continuous improvement of quality across all areas of Bentincks operations, and to remain at the forefront of implementing best practice initiatives within our business.

To implement this policy and to achieve our quality objectives we have developed processes and procedures that are contained within our Integrated Best Practice Manual. These procedures and processes comply with the requirements of ISO9001:2008 and are mandatory for all our staff.

This will ensure that:

- We regularly review this policy to ensure that it drives continuous improvement and sets challenging targets for business improvement
- We fully comply with the requirements of ISO 9001:2008
- We not only follow but lead industry best practice initiatives to exceed the quality requirements and expectations of our customers
- We will establish quality objectives in our 'Annual Review of the Quality Systems', and our monthly HSQ&E meetings. They will be regularly monitored and reviewed to benchmark their effectiveness
- Our policy and procedures are communicated and embraced within the organisation as part of its underlying culture
- Our policy and procedures are regularly reviewed for continuing suitability and effectiveness



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Meeting satisfactory product quality Techniques Statement.

There are strict quality control processes and procedures to manage suppliers and products. These include, but are not exclusive to:

- Service Level Agreements with all suppliers detailing stringent quantitative and qualitative levels of performance for all products.
- Key performance indicators for the measuring of service levels, and assist management information and quality processes.
- Product assessments including independent technical and functional specification bench tests.
- Regular reviews with all suppliers ensuring financial and operational sustainability and viability.
- Mystery shopper exercises and spot audits of supplier businesses. The audits include Qualitative physical evaluation of elements and requirements within the quality management system, performed to determine adherence to the documented objectives, process, procedures, methods, and instructions. The quality management system audit is intended to provide objective evidence to reduce, prevent, and eliminate non-conformances as well as assist in the continuous improvement process
- Advanced quality planning – Planning ahead of time for quality control through the complete cycle of a new process, production activity, contract, or project.
- Maintaining an Approved Supplier List-Record of suppliers which have been rated against appraisal systems and found to be acceptable.



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Our product integrity Statement

There are strict quality control processes for the maintaining and storage of all materials and products. Our Automated Technical Processes are fully backed up by manual physical process, therefore ensuring a triangulated approach to quality systems. These include:

- Goods in are validated against delivery dockets and items checked for against quality control checklist.
- Once validated the goods are then unloaded and transported using strict H&S guidelines, preserving the quality of the goods.
- Environmental processes and procedures ensure product integrity.
- A product perfection control system. This system was adopted to ensure that we provide protection of the products throughout critical processing points in order to maintain their integrity in a manner that will satisfy our customer's needs and demonstrate our level of commitment to quality.

Our Promise towards customer satisfaction Statement.

Customer Service and satisfaction is critical to our business as such we place this at the top of our operational plan. A customer charter sets out what each and every customer can expect from us. We monitor and maintain this through:

- Service Level Agreements.
- Key Performance Indicators (KPI's)
- Balanced Scorecards.
- Regular customer satisfaction surveys.
- Continuous improvement policies.
- Complaints Management and Handling policy.
- Regular staff training and reviews.