

Quality Policy

Our objective is to provide an innovative range of wall and floor tiles which exceed our customers' expectations and meet all appropriate legal and regulatory requirements. We will use our skills to achieve security, growth and financial stability through successful working partnerships with customers, employees and suppliers.

We are committed to continually:

- Ensuring our customers receive the right product, in full, to quality, on time.
- Following a "*Right First Time*", philosophy.
- Involving, training and empowering our employees in the process of continuous improvement.
- Growing our partnerships with our customers and striving continually to increase customer satisfaction.
- Improving operational efficiency.
- Achieving our annual budget and sales plans.
- Developing our supplier partnerships.
- Improving profitability to secure continuing growth and the prosperity of the company.
- Maintaining an ethic of Internal Customer Supplier Relationships.
- Enhancing, improving and developing our expertise and competency to ensure we maintain a leadership position in our field.
- Maintaining a responsible attitude towards the environment.