

Client Information Please direct further enquiries to your Rompa® representative

Quality Statement

Our policy is to provide products and services of the highest quality which fully satisfy our customers' requirements. Total quality will be a permanent feature within Rompa. It will be implemented, monitored, nurtured and maintained by having a continuing quality improvement programme, which will be achieved through our people working together to reach and maintain success.

Our planning process is to think realistically about our quality management objectives. All worthwhile quality objectives will be linked to our business's overall objectives. We consider and review our longer-term plans and we know where we want to be in five years time. Our quality objectives reflect the direction in which Rompa wishes to move and supports any existing plans for development.

Before we attempt to implement our plans, we look rigorously at all the options ensuring the right discussions and analysis has taken place. We re-define our objectives where necessary and learn from our mistakes. We review whether or not we have encountered any unforeseen events and we acknowledge problems and trials to establish how workable something is before implementing it.

We have realistic and achievable objectives. Monitoring is essential to us, we are disciplined.

Our planning process is as follows:

- ensure all objectives fall within the strategic aims of the business;
- identify measurable objectives which can be clearly demonstrated when fulfilled;
- break each objective down into sub-objectives and tasks, which include timescales for completion;
- analyse each task against the likely barriers which may either prevent it from being done or create delays/problems in completing it;
- give consideration to the ways that barriers can be either prevented from occurring or dealt with when they arise; and,
- monitor progress regularly and evaluate the success of each action.

We constantly review and improve where necessary in the following areas;

Customer Service

- Customer satisfaction
- Customer documentation
- Relations with suppliers
- Knowledge of customer requirements
- Helping customers to identify their requirements

Quality

- SSIP legislation
- Continuous improvement (ISO9000 process)
- Measuring of non-conformity
- Undertaking internal and external quality audits
- Undertaking statistical analysis
- Research and development processes
- Reworks
- Market research
- Recognised quality standards
- Benchmarking
- Measuring effectiveness of quality programmes

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Employees

- Communicate through the business (RIM meetings - Rompa Involving Me)
- Continual Staff training (Identified through PEPs – Performance Engagement Process)
- Staff appraisal (PEP)
- Increasing safety awareness
- Personal control of quality
- Staff attitude surveys (Included in PEP process)
- Staff turnover (Policies and procedures in place such as PEP, 3 Month reviews)
- Reducing absenteeism (Return to work procedure, Monitoring)
- Information to the workforce (RIM, H&S Committee)
- Harnessing ideas from the shop floor (Innovation Awards and RIM)
- Improving negotiation skills with staff and suppliers
- The commitment of staff to objectives

Systems

- Ensuring systems are maintained for quality control
- Keeping up with technology (Rompa's Syspro IT System)
- Investing in new technology
- Products and Processes
- Ensuring product returns are at a minimum
- Reducing manufacturing costs
- Reducing scrap allowance

Sales

- Reducing bad debt
- Increasing profits
- Increase understanding of competitors
- Remove competitors from the marketplace