



QUALITY POLICY

Robinson Associates recognises that continuous improvement in the quality of all its products and services is essential to the satisfaction of its customers and to the reputation, survival and prosperity of the company.

Quality improvement is accepted as being the responsibility of directors, managers, employees and associate consultants working together as an effective team and with our customers and suppliers.

The company seeks to measure its performance in terms of customer satisfaction and in process performance.

The company recognises the importance of training and will encourage and provide the means of suitable training as required.

Our quality policy is published in paper and electronic form such that our suppliers of products and services as well as clients and company personnel are aware of it.

Progress, implementation and development of the quality system is reviewed regularly and all employees are encouraged to contribute to its improvement.

It is the policy of the company to operate, in all its activities, in accordance with the requirements of BS EN ISO9001:2015 in order to maximise quality, productivity and commercial benefits.

The RA Quality Management System (RA QMS) defines the framework within which the company provides services and products for its clients and cares for its employees.

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