

Quality Policy 2019

Wolseley UK key principle: *Quality Policy*

Wolseley UK is the UK operating company of Ferguson plc, the world's number one distributor of heating and plumbing products and a leading supplier of builders' products to the professional market.

What is the policy for and why is it important?

Our aim is to meet the changing needs and expectations of our customers and other interested parties by providing products and services to the highest possible standard of integrity, safety, quality and delivery.

Who is impacted by this policy?

This policy applies to all Wolseley UK (and subsidiary company) employees, including temporary and contract staff.

What does the policy say?

The Company shall:

- Continually review and update our quality system, objectives and targets in accordance with ISO9001:2015 certification requirements.
- Ensure the compliance of all products to legal and regulatory standards.
- Always strive to deliver the best quality to customers to ensure 100% customer satisfaction.
- Take responsible and appropriate actions where any non-conformities are discovered.
- Set and reset Quality objectives to drive continual improvement.
- Provide appropriate training to all personnel, to ensure they are fully conversant with the Quality Policy and have the necessary skill and competence through such training, experience, awareness, product knowledge and education to achieve our objectives.

The Company shall endeavour to continuously improve products and service quality to ensure customer satisfaction by pursuing a total quality environment in partnership with our suppliers. The Quality System provides assurance to all our customers that effective controls are in place, from receipt of products to distribution, delivery and after-sales services.

Our employees' actions determine the quality of our products and services. Our objectives and targets can only be achieved by the total involvement of all employees. Quality Management is more than conformance to product technical requirements; it

includes the standardisation and adherences to all processes and procedures across all areas of the business.

All employees are made fully aware of their responsibilities in understanding, implementing and maintaining this policy by following the documented procedures, processes and policies. This policy will be available to all employees, customers and any interested parties.

Further information





Other Relevant Documents

Product Integrity Policy
Environmental Policy
Health and Safety Policy
Code of Conduct
Ethical Sourcing Policy
Anti Bribery Policy

Who is the policy owner? Managing Director – Wolseley UK

The policy has been reviewed and agreed by the Wolseley UK Leadership Team and is fully endorsed by them. It will be reviewed and updated annually.

Document History

Version	Date	Changes	Other documents impacted	Approved by
1	18/07/2016	New policy	WUK Web Statement	
1.1	18/07/2017	Annual review	WUK Web Statement	
1.2	20/03/2018	ISO:9001 Transition	WUK Web Statement	
1.3	29/03/2019	Annual review	WUK Web Statement	

Signed by:	Title:	Review and Approval Date:
Mark Higson	Managing Director	22 MAY 2019

Signed: 