



## Quality Policy

Spot-On-Supplies has succeeded to date by concentrating on providing high quality product coupled with excellent customer service. Through applying this principle throughout the central function and each member business we are able to provide our customers with a reliable source of products.

We recognise the high standards demanded by our customers and that these will increase further as markets continue to develop. Therefore, we believe that by enhancing our sourcing and supply and continuously improving quality of our service we will continue to meet our customers' expectations and requirements.

The continuous improvement we are committed to, happens best when everyone in the business plays an active role. As a team, we set objectives for improving quality and measure our performance against these, therefore, everyone associated with Spot-On-Supplies is encouraged to identify areas where we may fall short of our goals and make suggestions for improving the business and its systems.

To assist in achieving continuous improvement we operate a quality assurance system, which gives us mechanisms for alerting us to any weaknesses in our business and taking action to overcome them.

In an increasingly competitive world we see that for Spot-On-Supplies to continue to succeed our improving business effectiveness and a philosophy of quality first are key.

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