ROK
european kitchens
The Estate Office, Acorn Trading Centre, Gumley Rd, Grays, Essex, RM20 4XB

Quality Policy

ROK European Kitchens is committed to providing a service that consistently meets customers and applicable regulatory and statutory requirements. whilst supplying high quality and innovative products

We believe the management of Quality is instrumental to our future success across the business by ensuring continual improvement and high levels of customer satisfaction. When designing, implementing and maintaining our system we have taken a holistic, integrated approach to our business process management to ensure that all aspects of our business operations are effectively included within our Quality System.

The Quality Management System is consistent with ISO 9001:2015 and its purpose is to ensure the Company's objectives for continual improvement and commitment to Quality is maintained at all times, therefore satisfying the needs and expectations of its customers, which are the Company's main operational goals.

Company personnel have a responsibility to ensure that the customer receives a quality service, and that they demonstrate a high level of competence at all times. The Company's services and systems are designed, engineered and managed to meet the customers' requirements by the simplest and most cost effective means possible.

The Company is committed to a training policy that ensures all personnel have the necessary competence and training to perform their duties. The Quality Policy is understood by and communicated to all staff within the Company. It is the responsibility of Senior Management to investigate any quality problems and ensure that corrective action and/or preventative action
is implemented as soon as possible. Senior Management shall also ensure customer requirements are determined and met, therefore enhancing customer satisfaction.

To achieve the above the Company's Quality System and Quality Objectives are reviewed at regular intervals for continuing suitability, to ensure it is meeting the customer's needs.

Company policy is approved by the Board which is chaired by the Director. Each policy is reviewed at least annually to ensure that we respond to our clients, business strategy, legislation, and any standards or codes of practices determined by the market.



Managing Director: John White
Date: January 2023