Quality Policy

At H Foster 1875, we consider quality management to be a wise and necessary investment to support our brand values and business strategy. By investing in quality, we build our reputation, grow our business and establish confidence in the products and services we provide. Our commitment to quality embodies a commitment to meet our legal and contractual obligations, customer requirements, industry standards and stakeholder expectations.

We have learned from experience that an early investment in quality saves wasting time, money and effort later on. By taking a 'quality first' approach to all our activities, we aim to achieve 100% on-time delivery of defect-free products, leading to satisfied customers and long-term partnerships.

We listen to all our stakeholders so we can understand their needs and adjust our quality standards to meet or exceed them. But we don't stop there. We keep looking for improvements that will keep H Foster 1875 at the cutting edge of quality in the non-hazardous chemical distribution sector.

We invest in partnerships, methods, tools, systems, training and expertise so as to embed quality into all aspects of our operations. In particular, we focus our efforts on quality risks – including areas where quality is critical for success, difficult to achieve or easy to overlook.

Our Business Management System is the framework and foundation for all the above. The BMS meets all the requirements of ISO 9001 and supports other approvals that enhance our credibility and establish confidence in our brand. The BMS will be continually improved as standards change and lessons are learned from audits, reviews, performance data and stakeholder feedback.

Everyone working for H Foster 1875 is required to perform their daily duties within the framework of the BMS. The BMS helps us to work as one team with common objectives. However, we all have individual responsibility for the quality of our own work, starting with these principles:

1. ***Make the BMS the way you work:*** follow the rules, use the tools, suggest improvements
2. ***Treat every task as a process:*** insist on good quality inputs, controls and outputs.
3. ***Be methodical:*** plan it, do it, check it, correct it
4. ***Think about risks:*** how can this go wrong and how can you prevent it?
5. ***Look for opportunities:*** can it be done better, quicker, safer or more cost effectively?
6. ***Don't look away:*** if the quality isn't good enough, stop the job and fix it.
7. ***Learn from experience:*** repeat successes, avoid failures, share lessons from both
8. ***Work together as a team:*** your job is just one piece of the quality puzzle.
9. ***Focus on the customer and the user: their*** perception of our quality is what really matters.

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