

Quality Objectives

The senior management team have reviewed and tightened the Quality Objectives against which the company will measure itself. It was felt right to do so both within the context of the expectations of our customers and suppliers, to reflect on previous improvements and set new goals in our wish to see continual improvement.

Our Quality Objectives are:

1. The number of consignments rejected by our customers for any reason whatsoever should not be greater than 0.25% (250 ppm) and 0.1% (100 ppm) as a result of Charcroft at fault.
2. All Key Account or Target Account customers should have a main and backup point of contact plus a nominated contact in the customer services team.
3. 95% of consignments despatched to customers should be received on time and in full when measured against the acknowledged delivery date. Failures as a result of customers being on credit hold will be excluded from the analysis.
4. That Charcroft exceeds the service levels expected by its Key Customers and that overall at least 95% of our customers are satisfied with the standard of service provided.
5. To reduce scrap costs wherever possible – scrap % of sales <2% per month and cost value of sales % <2% per month.
6. The number of group A inspection faults (Wrexham) <2% per month (quality of parts failed against quantity of parts shipped)

These Quality Objectives have been re-affirmed by the Board of Directors, January 2024.



Paul G Newman
Managing Director



Vicky Mellor
Director

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Charcroft - Challenge Accepted

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