



Quality Policy

At Kebur Garden Materials we are extremely proud of our reputation as a reliable supplier and installer of quality garden materials. We believe in providing our customers with consistently high-quality and great value landscaping products, and an outstanding level of service to meet their needs.

We achieve this by

- **Understanding our customers' needs** and making them central to all we do.
- **Providing consistent customer advice**, product information and support.
- **Continuously improving** our business processes so our products and services are delivered on time, to quality and within the agreed price.
- Complying with **legal and regulatory requirements** and aiming to meet the international standard of good practice BS EN ISO 9001.
- Ensuring that **every member of staff is responsible** for delivering consistently high standards to our customers.
- Providing **training and development** to support our staff to achieve their potential and meet or exceed customers' expectations.
- Selecting and **working closely with our suppliers** to ensure their products and services consistently meet our customers' needs. This includes detailed specifications and regular monitoring visits
- Investigating and **learning from customer feedback** and putting things right where there has been a mistake.

Our Quality and Supply Business Partner is responsible for overseeing quality within the business and reports to partners at least annually and as specific issues arise.

Our quality goals are:

- To deliver all customer orders within 48 hours where stock allows
- For all our customers to be satisfied with the quality of advice we provide
- For all our customers to be satisfied with the quality of our products and services

Comments, compliments and complaints

Hearing early and honest feedback from our customers is crucial in helping us to put right any issues quickly and with the least disruption. Feedback is also essential for us to learn and improve our business.

We are always delighted to hear about any comments, concerns or suggestions either face to face or on the phone. We also invite customers to tell us about their experiences through our in-store and online surveys.

We take complaints very seriously and will investigate any complaints promptly, fairly and sensitively. If you have any concern at all, please do not hesitate to talk to a manager at Kebur. Complaints can also be made in writing to info@kebur.co.uk