

Quality Policy Statement

BK Nolte Contracts is and will remain the UK's only designer, distributor and supply & fit of Nolte Küchen quality, high-end German manufactured kitchens to premier UK house builders. It also supplies other luxury household furniture manufactured by companies including Express Küchen.

BK Nolte Contracts, founded in 2008, has grown into a company with a reputation for excellent customer service based on a policy of meeting agreed customer requirements from design to supply and fit. This is achieved by ensuring all our employees are committed to providing the highest possible level of service.

In order to achieve excellence in all our activities so that we meet, or exceed customer expectations, we have implemented a formal Quality Management System which satisfies the requirements of BS EN ISO 9001: 2015.

The company's main objectives which underpin the Quality Management System are:

- Our customers' needs shall be fully understood;
- Appropriate resources are provided in terms of facilities and relevant skills to fulfil customers' needs;
- The company is committed to a process of continued improvement and sets quality improvement objectives which are assessed and monitored on a regular basis and amended accordingly.

The framework of control for the management policy and systems will be provided by formal procedures of internal audit and an annual management review. The QMS provides a framework for setting company goals and quality objectives and assessing both the internal and external risks and opportunities facing the business. These are detailed in our management system and it is the intention to use them to support our strategic direction. We implement and maintain ISO 9001 and use it as a springboard to further successes to ensure that we continue to act in a timely, dedicated, professional and controlled manner.

We will also use the Quality Management System to ensure that legal and other statutory requirements are met.

The company continuously strives to further improve its reputation for quality products and service by involving all members of staff in its development and search for improvement.

The Quality Management System and policy are reviewed and updated regularly to take account of changes in circumstances and customer requirements.

Robert Ruler
Managing Director
Signature:



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