

Knauf takes pride in the products and services we provide, and we recognise that the true measure of our quality will always be judged through the eyes of our customers. The confidence that our customers have in our products, services and in our people ultimately defines the success of our business through their continued decisions to purchase from us.

We operate a Quality Management System which complies with the requirements of BS EN ISO9001:2015 that aims to continuously improve the performance of our business to ensure that our products and services conform to all applicable statutory and regulatory requirements as well as national and international business standards.

Knauf will:

- Ensure that all products and services conform to the quality needs of our customers, that they fulfill the requirements of their intended use and that they are supported by a prompt, efficient and friendly service.
- Ensure that externally provided processes, products and services conform to the requirements of our Quality Management System.
- Establish annual Quality Management System objectives which are reviewed by the management team as part of their Management Review.
- Through the collection and analysis of customer feedback, strive to continually improve our Quality Management System and customer experience.
- Operate a robust process for processing and investigating customer complaints, with the aim of establishing and mitigating root causes.
- Empower our people in the area of quality through training and development, as we recognise that it is through this that we give ourselves the best chance of ensuring that our customers' requirements and expectations are fulfilled.
- Carry out regular audits of our internal quality processes in order to identify opportunities for improvement.
- Review this policy statement at least annually and revise it as necessary. Revisions will be made in the light of new legislation, interested party feedback, changes in operating practices and specifications and new technology.



Ian Stokes, Managing Director
Knauf UK GmbH
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