# Travis Perkins plc

**Doing the right thing**

# Quality Management

**'As a supplier, you commit to operate an effective Quality Management System (QMS).'**

The definition of a Quality Management System (QMS) is:

- The development and implementation of an effective process for ensuring that the intent to manage quality is clearly defined.
- A commitment to assurance, both around how the work is being carried out (i.e. quality control) and around the outputs being generated (i.e. product assurance).
- Embedding a culture of continuous evaluation and improvement through the use of effective improvement techniques.
- ISO 9001* provides a good foundation for an organisation to set up an effective QMS, whilst reassuring customers that the organisation takes quality seriously.
- We expect our suppliers to have an appropriate and effective QMS in place. As a minimum, the system should cover design control and approval, supplier approval, product approval, process controls, inspection activities, employee training and a business continuity plan.

- The QMS should fully integrate with all other relevant areas of your business that affect your ability to supply compliant products to the required quality.
- The system should also include objectives and targets as part of a continuous improvement loop.

\* Whilst it's not mandatory for a supplier to be registered to ISO 9001, the Travis Perkins Group will only recognise approval certificates issued by a UKAS (or other international) accredited registration body.

## → Useful Links

- ISO9001
- Travis Perkins Supplier Manual