

Product Handling, Storage, Packaging, and Delivery Quality Policy

Introduction

Kernow Fixings Ltd supplies a range of fixings and power tools for electrical and mechanical services, general building construction and industry.

The company is committed to providing customers with products and services which comply in all respects to the orders, and which meet the needs and expectations of customers. All policies and procedures are designed to conform with the requirements of ISO9001:2015.

We believe that effective handling, storage, packaging, and delivery will result in reduced costs by helping to eliminate damaged or lost goods and wasted effort and material in replacing those goods. It will also ultimately result in increased business due to customer satisfaction from getting expected goods and services.

Handling

- To ensure delivery of a product in the same condition we received it, it is our policy to always provide methods and means of handling that prevent damage or deterioration.
- Some potentially hazardous materials are stored by the company. All staff who are required to handle these items are adequately trained in accordance with the relevant safety regulations.

Storage

- To prevent damage or deterioration of product, it is our policy to always provide secure storage areas or stock rooms pending use, or delivery. Appropriate methods for authorising receipt and the dispatch to and from such areas shall be stipulated.
- Hazardous and inflammable materials are stored in a secure, dedicated store outside the main building.
- Within the warehouse, racks are provided to ensure that all goods are stored in such a way as to prevent damage or deterioration.
- Products are identified with magnetic tags which give the relevant product stock numbers.
- Items with defined shelf life are stored to ensure stock rotation.
- Stock levels are identified on the system. Stock levels are automatically amended on the system. When orders are placed, shortages will be identified to the buyer.
- To detect deterioration, it is our policy to assess the condition of product in stock at appropriate intervals.

Packaging

- It is our policy to control packing, preservation, and marking processes (including materials used) to the extent necessary to ensure conformance to specified requirements and shall identify, preserve, and segregate all product from the time of receipt until the supplier's responsibility ceases.
- Consumables are normally purchased bulk packed and dispensed into appropriately sized packaging for delivery to customers.

Delivery

- Delivery of goods to customers may be by Kernow Fixings Ltd own transport or approved carrier.
- For goods delivered by Kernow Fixings Ltd own transport, the driver enters details of the consignment including delivery note number, destination, etc. on the Delivery Control Sheet as a route schedule. A copy is retained in the warehouse in case of customer query.
- Goods may also collect / purchase goods from the Trade Counter.

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Position: Managing Director

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