

Quality Policy

The policy of Big K Charcoal Products Limited (Big K) is to maintain and develop our quality system, so that it fully meets the requirements of ISO 9001. This will assist us in maintaining and improving the supply of charcoal and related barbeque services that we provide to our customers.

The management are totally committed to the fact that quality is dependent on the commitment and motivation of individuals. This has led to the development of a philosophy of each employee accepting responsibility for the quality of their own work, and for the assessment of the work that took place prior to their receiving it.

In instances where problems are identified then any employee could be involved in the implementation of any corrective and preventative action and so make a positive contribution to the organisation.

We have therefore decided that as a policy we will not employ a full time member of staff with Quality Assurance responsibilities. Instead, we believe it to be more appropriate, especially for a Company of our size, for everyone to have an awareness of the ISO and customer's quality requirements.

Objectives are established for the overall business on an annual basis. These are then translated into meaningful tasks for individuals throughout the organisation.



C Kleanthous
Managing Director

