



Quality Policy

Redwood Distribution Limited is a leading manufacturer of patient care products and distributor of high performance fabrics.

Quality is an essential factor to our business as this demonstrates to our customers that we are driven to deliver a good quality service. To provide the right service at the right time and in the right condition are our key attributes to meeting and quite frequently exceeding their expectations.

Our aims are to:

- Understand the needs of our customers and provide support with all aspects of their requirements.
- Gather and process customer complaints within a specified period of time.
- Evaluate, inspect and verify all our processes which are maintained through our management program.
- Encourage training and development of the employees by a continuous improvement approach.
- Provide a system of regular review by top management enabling them to focus on opportunities for improvement.
- Work in partnership with both our suppliers and customers to achieve maximum benefits for all.

These aims and our internal procedures are reviewed regularly in Management Meetings to ensure customer satisfaction is maintained.

We strive to provide good Quality support within the company by holding regular auditing views with support from the ISO 9001 systems.