



# 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 Quality Assurance both in terms of a quality process and quality control.
- Embedding a culture of continuous evaluation and improvement through the use of effective improvement techniques.
- We ask all our suppliers to have an appropriate and effective Quality Management System in place registered to ISO 9001 with a UKAS accredited body.
- 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.



## > Useful Links

- ISO9001: [Link](#)
- City Plumbing Supplier Manual: [Link](#)