

RS Components

Group Quality Policy

Our vision

RS Components ambition is to be the first choice for our customers, connecting them with the parts and solutions they need to succeed whilst inspiring innovation in industry. We aim to become the Global market leader, delivering an industry leading customer and supplier experience, underpinned by world class supply chain systems and an internationally recognised Quality management framework.

By pursuing excellence in all our activities, we aim to meet and exceed the expectations of our internal and external customers – thus sustaining our leadership position.

The requirements of our customers, whether internal or external, are constantly evolving and hence, we will work closely with all customers and relevant stakeholders to understand and satisfy their needs.

Quality Policy

This policy provides the framework for achieving our ambition, through an effective and efficient Quality management framework, underpinned by robust governance and risk management, reliable assurance systems and embedding a continuous improvement culture across the business.

This policy and quality objectives enable us to to achieve our business priorities and strategy. This policy applies to all employees, suppliers, contractors and joint ventures under our operational control across all locations

The Senior management team are committed to ensuring quality and the customer sits at the heart of all business activities.

We will work with all employees and stakeholders to ensure systems, processes and resources are in place to deliver efficiency across its operations and a reliable, consistent customer experience.

Through these guiding principles, everyone at RS Components is accountable for providing the best possible supplier and customer experience.

Commitment

Our quality policy provides the framework to deliver the following commitments from the Leadership team:

- **Strong Leadership**

Achieving quality and the best possible customer experience starts with effective leadership at the highest level. We will develop our leadership structure at all levels in the organisation to transform performance, to drive behavioural change and positive behaviours toward our customers and stakeholders.

- **Robust Governance, Risk and Assurance**

To become a leader in our industry we recognise the need to balance customer expectations alongside other key stakeholders. We will ensure we will meet all legal, statutory, regulatory and ethical requirements through an effective governance, risk and assurance structure, encouraging all employees to adopt a risk and process-based approach.

Quality assurance and risk management are integral to managing quality and a continuous improvement culture. We will encourage effective assurance to check our policies, systems, processes and controls are in place and working effectively



- **Objective Setting**

A high-performance culture requires our employees to feel empowered and accountable. We aim to empower individuals through setting challenging targets and by rewarding those efforts.

Objective setting including targets at all levels will be set on an annual basis by the Senior Executive team. Objectives and targets consider customer and supplier feedback. This will be recorded in the performance management system and tracked at individual levels.

- **Continuous Improvement**

Drive continual improvement and innovation based upon efficient business processes, well defined measurements, best practices and customer feedback.

We are committed to ensuring continuous improvement is delivered through embedding lean sigma tools and techniques; from key strategic projects to achieve transformational change through to quick process improvements.

All staff will be trained in the use of improvement tools to support them in their contribution to the cultural change needed to succeed.

- **Our People**

Cultural change needs to be supported through promoting empowerment and accountability. Our efforts will also focus on the development of our leadership and people through appropriate development programmes, management involvement and commitment.

Having a high performing and engaged team is a key enabler to delivering the best possible supplier and customer experience.

- **Our Service standards**

The voice of our customers and suppliers is integral to driving our business forward. To achieve the best possible service, we will respond to all complaints and feedback to improve our service and place us ahead of our competitors.

- **Communication of this policy**

This policy will be available to all employees, customers and interested parties.

It will be visible externally on the Electrocomponents & RS Components transactional websites. Internally, this policy will be communicated by the company intranet.

There is an expectation that this policy will be made available across all locations and integrated to new starter induction training and re training

- **Review**

This policy will be reviewed regularly and at a minimum on an annual basis to ensure it remains relevant and aligned to the business strategy and objectives

Mike England, President EMEA, 1st August 2019

