

QUALITY POLICY

FeRFA, the Resin Flooring Association, represents the leading manufacturers, specialist contractors, raw material suppliers and specialist service providers involved in industrial and commercial resin flooring, screeding and surface preparation. FeRFA is the training provider for resin flooring, surface preparation and screeding.

Our headquarters are based in Stone, Staffordshire

We value our members and strive to provide our members with services that meet and even exceed their expectations.


We are committed to continuous improvement that provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- a variety of committees responsible for different activities
- a customer complaints procedure
- selection process for members against set criteria
- training and development for our members
- measurable quality objective which reflect our business aims
- management review of customer feedback and complaints

Our internal procedures are reviewed regularly. The policy review date is annually.

Signed (Mark Spowage - CEO)



Date 4th August 2020

