

REVIEW STATEMENT

Quality Assurance

OfficeStar Europe & A&A provide a fully quality assured service and product range.

The ordering, distribution and delivery of all products is through an ISO 9002 accredited system, from the point of ordering with A&A to delivery by our local fleet or by our contracted 3rd party carriers Spicers.

Spicers have been awarded the following:

- ISO 9002 Accredited in 1993
- Investors in People 1994
- BOSS Dealer Award of Excellence Winners on 5 occasions
- ISO4001 Accredited in 2008

Following receipt of the clients order, we create an individual EDI order which confirms and reserves stock availability.

The order is processed at our local office and the Birmingham Distribution Centre, with both a Manual check and automated check weighing prior to carton sealing. Each carton is of special construction and is sealed for one time use, ensuring that any tampering is easily identifiable.

Parcels are dispatched direct into the local hub and on delivery must be signed for as proof of delivery.

Additionally all products are quality assured on selection and by random inspection and are guaranteed for 12 months.

ISO 9002 and Investors In People

