

# QUALITY POLICY STATEMENT

Sign & Print Factor is committed to achieving and maintaining the highest standards of workmanship and seeks to meet all customer requirements. It is always committed to delivering a high standard of service to all customers. The requirements of this management system should be considered mandatory on all employees.

The Directors of the Company recognise their responsibilities for managing quality within the Company's activities and have established a Quality Management System which complies with the requirements of BS EN ISO 9001, 2007 to achieve this.

It is our intent to continually improve the effectiveness and implementation of the Quality Management System and satisfy all applicable requirements relevant to the business.

It is recognised that quality is the responsibility of all employees, and line management are charged with ensuring the clear communication and understanding of the management system among all their staff.

The key principles of Sign & Print Factor are:

- Customer focus - We treat our customers (internal & external) how we would like them to treat us.
- Leadership - As a management team we set an example by maintaining the highest standards of integrity and honesty that is expected of all our employees.
- Engagement of people - We give opportunity to all our employees to contribute to the success of the company.
- Process approach – We understand and manage interrelated processes to ensure the effectiveness and efficiency of the system.
- Improvement - We don't just settle for mediocrity and always strive to improve the service we provide.
- Evidence Decision Making - We base decisions on evidence to ensure the correct decisions are made.
- Relationship Management - We treat our suppliers how we would like them to treat us.

All Managers will:

1. Resource and plan policy implementation
2. Ensure that quality management system requirements are reviewed regularly and are easily available to all persons who may need access to it
3. Monitor, measure and review performance so as to learn from experience and to ensure continued improvement
4. Ensure that, through training, Mentoring and advice, all employees are competent to undertake their duties



Signed:  
Lian Clarke  
Managing Director

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