

## **QUALITY POLICY**

It is essential for the prosperity of all at Wood Mitchell Printers Ltd that we provide products that are fit for their intended purpose. The Company places particular emphasis on experience, expertise, capability, delivery, performance and quality and our objective is to bring those strengths to our relationship with our customers and so encourage them to choose us for their products in preference to our competitors.

Our products are created to a specific customer requirement and are unique and therefore only by working in a systematic manner to formalised procedures can we all have confidence that we can consistently produce what the customer wants every time and on time.

These formalised procedures need to be easy to follow and as far as possible fall naturally within the day-to-day responsibilities of all employees who have a part to play in our production. As we follow these procedures we need to be able to record compliance so that both we ourselves can know that we have done what we say we do and an external assessor can know the same.

To this end all of us will have input to how these procedures are put together and they will need to be regularly reviewed, audited and amended where possible to ensure our commitment to continual improvement and to show what we are doing is effective and relevant. Where appropriate, individual departments will have specific objectives to measure themselves against; we will never be faultless but each fault avoided makes our company better and our customers more confident in us.