

QUALITY MANAGEMENT POLICY STATEMENT

Colvin Limited was established in 1973 to provide Print, Branded Clothing, Office Supplies and Promotional Merchandise to businesses. We are based in Horley and employ 10 people.

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations. We are committed to continuous improvement and have established a Quality Management System which 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:

1. regular gathering and monitoring of customer feedback
2. a customer complaints procedure
3. selection and performance monitoring of suppliers against set criteria
4. training and development for our employees
5. regular audit of our internal processes
6. measurable quality objectives which reflect our business aims
7. management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees.

This policy is posted on the Company Notice Board and can also be found in the staff handbook.

Though the Managing Director has ultimate responsibility for Quality all employees have a responsibility within their own areas of work so helping to ensure that Quality is embedded within the whole of the company.

Colvin Limited recognises that its continued success depends upon its ability to satisfy its customers profitably. The company has adopted a total quality philosophy as an integral part of its mission and strategy.

We are committed to the achievement of total quality by:

- Continuing to review and improve our quality management system
- Responding effectively to market and customer needs by working in partnership with our customers and suppliers
- Effectively involving all employees in the task of meeting and exceeding customer requirements and eliminating waste
- Designing quality assurance into all services and incorporating continuous improvement into all activities
- Motivating all employees to take positive action to improve quality and building a team orientated culture
- Continually improving performance by effective people selection, deployment and development, and effective organisational development

POLICY AIMS FOR CUSTOMER SATISFACTION:

- To establish and maintain a quality management system, designed to improve operational performance and customer satisfaction
- To ensure that all processes and services are designed for quality assurance and customer satisfaction
- To clarify and define everyone's role in the customer satisfaction process, establish clear accountability and provide them with measurable goals
- To train and empower employees to understand, meet and exceed their customer requirements, challenge and eliminate barriers to customer satisfaction
- To establish processes to continually measure customer and people satisfaction, identify and eliminate root causes of non-conformance
- To effectively communicate to the whole organisation the indicators of required and achieved customer satisfaction