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## Quality Policy Statement

Fretwell Print and Design are dedicated and committed to uphold a reputation for quality product (which meets BS 12647-2 printing specification requirements) and a customer focused service.

This fully comprehensive service ensures convenience for the customer where they only have to convey their requirements to one supplier.

We are fully committed to comply with the requirements of the ISO 9001: 2015 Standard and to continually improve the effectiveness of our Quality Management System.

This policy provides a framework for establishing and reviewing our objectives. Our objectives focus on the:

1. Growth in the supply of product to both existing and new customers.
2. Customer service to meet or exceed specified requirements.
3. Management of our business processes.

These objectives are used as a basis to achieve continuous improvements in performance.

The Directors have overall responsibility for the implementation of this policy.

Through key performance indicators we ensure that all line managers and employees fully understand how their job roles contribute to the effective implementation of this policy.

This policy is consistent with our Health & Safety and Environmental Policies where we ensure that our work environment complies with the relevant legislative and regulatory requirements.

Full facilities are afforded to customer's representatives and approving organisations in carrying out assessments of our management system implementation.

This policy reflects the current business structure, size and operation. However, this policy is reviewed for continuing suitability during our management review meetings.

**G Pociecha**

**A Gillett**

**Joint Managing Directors**