

QUALITY POLICY

H. Charlesworth & Co. Ltd. trading as Charlesworth Press and Hammonds (the company) has developed a Quality Management System based on the requirements of BS EN ISO 9001:2008. The company places high emphasis on continually improving its processes and products to exceed the requirements of customers.

The company adopts the principles of 'Process Management' and continually builds a culture of continuous improvement within the organisation with the aim of:

- Identifying and eliminating all forms of wastes that do not bring value to the customer.
- Creating competitive advantage for the whole operation.
- Continually adding value to processes and all aspects of the business.
- Providing high quality products and service to fully satisfy customer requirements.
- To deliver correct, defect free products to our customers on time and within budget.

As part of an ongoing process to achieve these aspirations we have set objectives for product quality including:

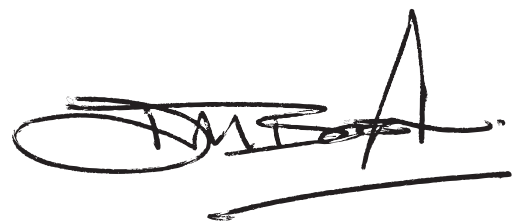
1. Reduction of rejected product.
2. Reduction in the number of customer complaints.
3. Increasing the level of customer satisfaction.

Specific objectives and targets are established and reviewed at the regular management review meetings.

The company uses training of and communication to all employees to ensure this policy is understood and implemented.

As Managing Director I am fully committed to ensuring the implementation of and continual improvement of this quality management system.

The Quality Policy is a live document, and is reviewed at regular Management Review meetings.



David Boothman
Managing Director

