



ARDEN ENGRAVING

Arden Engraving Quality Policy

The principal objective of Arden Engraving is to ensure that customers' expectations and needs are met by providing products and services which conform to requirements and specifications, are delivered on time and are fit for the intended purpose.

Our Quality Policy is defined and strongly driven by the following management principles and behaviours:

- Build a mutually profitable relationship with our customers, ensuring their long-term success, through the understanding of their needs and the needs of their customers
- Achieve our commitments to quality, cost, and on-time delivery
- Drive continual improvement and innovation based upon efficient business processes, well-defined measurements and best practices
- Develop staff competencies and accountability through appropriate training programs and show strong management involvement and commitment
- All personnel within the company are responsible for the quality of their work
- Take into account the requirements of interested parties which, as well as customers and staff, include suppliers, shareholders and our neighbours
- Continual development of the system, helping to ensure it remains effective
- While we endeavour to produce work and offer a service that we can be proud of, we have to recognise that we don't always achieve our own standards. When a customer complains, we are committed to investigating the complaint and will do our best to put right all justified complaints

The policy, organisation and procedures necessary to achieve the required standards are described in our Quality Management System.

The Arden Engraving Quality Manual embodies those practices which have been defined in compliance with the international standard of good practice BS EN ISO 9001. It is capable of ensuring that the predetermined standards of quality are not only maintained but exceeded.

Signature

Signed

Name Martin Poynter

Position Managing Director

ARDEN ENGRAVING

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