



HORNER BROTHERS
PRINT GROUP

Quality Policy

Quality is the responsibility of every employee at Horner Brothers as we aim to ensure that our customers receive a professional, timely service delivering customer satisfaction first time every time. This Quality Policy, describes the fundamental principles against which we operate. Horner Brothers operates an Integrated Management System to support our objectives and values. It is the policy of Horner Brothers Print Group to place quality and customer satisfaction at the forefront of everything we do.

This policy forms the basis for the quality system and is binding on all employees.

Our key quality commitments are.

- We will establish and maintain a quality management system which meets or exceeds the requirements of the internationally recognised ISO 9000 series of standards
- We will apply the principles of this quality management standard to all our activities, thereby achieving a true company-wide quality system
- We will develop, document and operate processes which will allow us to provide products and services of the highest quality
- We will define responsibilities and establish ownership and for each process in the business
- We will implement measurements across our business to establish the performance of our processes and to provide a basis for their improvement
- We will ensure that all employees are involved in the drive for excellence in our business as we believe that the abilities, knowledge and experience of our staff are our most valuable resource
- We will focus our efforts on ensuring that all our customers are completely satisfied with the products and services we provide to them
- We will work proactively with our customers and suppliers in achieving the requirements of our policy
- We shall maintain quality objectives and establish targets to achieve continuous improvement and

The key principles applicable to products and services of are;

- Don't make poor quality
- Don't pass on poor quality
- Don't accept poor quality

Judith Fox
Managing Director



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