



LatimerTrend

Quality Assurance Policy

General statement of policy

Latimer Trend shall:

- Provide superior service and products to our customers, focused on their needs and at competitive value
- Establish and follow a quality management system that enables us to do this
- Communicate this system within the company and with our key trading partners
- Continually review this system to improve its effectiveness
- Involve our employees and key trading partners in the continual development process
- Establish objectives by which effectiveness and improvements may be measured
- Establish feedback systems to measure the performance of Latimer Trend and our key trading partners against these objectives
- Learn from both the positive and negative outcomes of this measurement process, making improvements where appropriate
- Develop our internal resources and work with our key trading partners to develop theirs.

In order to ensure the achievement of the above commitments, the organisation has implemented a QA management system which satisfies the requirements of ISO 9001:2015 and is certified to this by a UKAS-accredited certification body.

Signed

Managing Director

Date 17th May 2019

Accountabilities for Quality Assurance

Good QA performance is the accountability of all at Latimer Trend . However, the following people have specific duties:

Duty	Person(s)
Overall and final accountability for QA performance	P Opie
QA Co-ordinator	J Sole

Specific Arrangements

Legislation

Operations shall comply with appropriate legislation and guidance relating to this.

Latimer Trend shall maintain an up-to-date register of relevant legislation.

Communication and training

Latimer Trend recognise that a key to quality performance is for all people involved to be aware of the processes and systems in place. Therefore, we shall ensure that appropriate personnel are made aware of the processes and systems through appropriate communication and/or training.

Maintenance

Equipment will be maintained under a preventative maintenance programme at intervals appropriate to sustain product quality and productivity.

Control of measuring devices

Equipment whose calibration may have an effect on product quality will either have a self-calibrating facility or be calibrated at appropriate intervals by a defined method.

Supplier Review

Latimer Trend recognise that another key to quality performance is to measure the performance of our key trading partners. Therefore, systems shall be in place to review the performance of our key suppliers, with emphasis on Type A suppliers, where:

Type A are key providers of specialist services

Type B are suppliers of capital equipment

Type C are suppliers of commodity-type materials, such as paper

Customer Feedback

Latimer Trend shall:

- Provide superior printed material and services to our customers, focused on their needs and at competitive value.
- Establish feedback systems to measure the performance of Latimer Trend and our key trading partners against these objectives
- Learn from both the positive and negative outcomes of this measurement process, making improvements where appropriate

Review and corrective actions

Latimer Trend shall have systems in place to review our performance against our systems and put in place actions to correct faults or make improvements.