

QUALITY POLICY

The directors and staff of Signbox Limited are committed to providing products and services according to clients' expectations in terms of quality and reliability. The directors will ensure that adequate resources are available to achieve this.

We have established and will maintain a quality management system to meet the requirements of EN ISO 9001:2008, and we will ensure that this quality policy is communicated and understood throughout the company.

Customer satisfaction is a key requirement. Staff members receive training to promote their awareness and understanding of customer requirements, and the importance of meeting them to achieve customer satisfaction.

We have established, process quality objectives and management quality objectives which are periodically reviewed to ensure they remain appropriate and compliant.

We are committed to complying with legal and other requirements, and to the continuous improvement of our quality management system. The quality management system is regularly reviewed for adequacy and effectiveness.

In our pursuit of good quality management, we have set the following management objectives

- **To maintain an effective quality management system complying with BS EN ISO 9001:2008**
- **To achieve and maintain a level of quality which enhances the company's reputation**
- **To evaluate business performance while maintaining our focus on the quality of our products and services**

- **To conduct our business in an ethical and professional manner**
- **To endeavour to satisfy our clients' requirements and get things right first time. Should we make a mistake, we will admit liability and rectify promptly**
- **To evaluate our suppliers to ensure that they meet our requirements**
- **To analyse client feedback, internal performance, financial performance and business performance data to drive continual improvement**

QUALITY CHECKING

The Company has instigated systems and procedures which both enables a culture of continuous improvement to be maintained and to ensure customers are provided with consistent, high quality products and service.

As a job proceeds through the Company from enquiry to dispatch/installation, the following procedures and systems are observed:

Each job is allotted a single point of contact for the customer to avoid confusion and ensure a consistent level of service. In addition each job is allotted a unique Reference Number which follows it through the company thus ensuring consistency and simple trace ability.

Once a job enters production, Job Sheets and T Cards are provided to log progress through the production process and to provide a checking point of requirements. This helps ensure consistency and high quality.

All Job Sheets have Quality Check-Lists for our Artwork, Production, Graphics and Installation departments.

All supplied materials and services are allotted a unique Order Number to provide easy trace ability and to help with the analysis of Company suppliers.

All incoming materials and goods are checked in and logged. This helps job trace ability and quality consistency. (Please also refer to Dispatch and Receipt of Goods for Quality Procedures).

Upon dispatch a Delivery Note is completed. This details all items included for a particular job. Each job is doubled-checked by two staff members and is signed off to confirm this has been carried out.

Upon the completion of a sign installation the Job Sheet is signed by the customer to confirm acceptance and approval. This provides a final check and helps ensure a consistent quality.

Once a job has been delivered, a unique Invoice Number is allotted to it. This provides trace ability and helps with the analysis of costs and profitability, which in turn helps to maintain a process of continuous improvement.

Any issues raised during the manufacture and/or installation of a job are logged at the time they occur. All parties involved with the job will then discuss the relevant issues. This helps ensure continuous improvement takes place in all aspects of design, management, manufacture and installation.

Signbox has built an enviable reputation for the quality of its service and products. The method of achieving and maintaining this is under constant analysis and as a result it will be continuously adapted and improved.

Mark Bartlett
Managing Director
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