

## Quality Policy 5.3

### 'Quality is paramount to our business because we value our customers'

We respect our customer's demands and our approach to each and every enquiry and order is dealt with in a friendly, personal and efficient manner. We believe that this endeavour makes for a relationship that builds mutual loyalty, respect and trust, setting us apart from others.

**DELFCOLDWEAR SOLUTIONS** prides itself on being able to supply quality garments manufactured to an exacting standard to keep the wearer safe, warm, comfortable and therefore productive. With our skills and flexibility we meet and even exceed the rigorous demands of our customers and are committed to a system of continuous improvement supported by the requirements of our **ISO9001:2008 Quality Management System** for measuring and improving our performance.

We place great store on relationships with our customers and suppliers and enjoy the challenge that the unexpected can sometime bring. We have set ourselves objectives and have an internal system to support our policy of continuous improvement and customer satisfaction; this allows us to provide dedicated account management to each customer and ensures that we:-

- have regular personal contact with customers collecting and collating comments and suggestions to assess our performance regarding quality of product and service
- encourage and allow all staff to share their opinions regarding quality and performance of our products
- have a documented system for making garments to standards
- have a dedicated system for despatch and delivery
- have set criteria for the selection of suppliers and associates
- have a quality manual available to all staff
- record any customer complaints and record responsive action

All employees are asked to read the **Quality Policy** during induction. It is posted on the Company Notice Board and is on our web-site so is accessible to existing and potential customers.

We also expect our suppliers to have their own quality policy and for it to have a similar philosophy of continuous improvement and customer satisfaction.

The Managing Director is responsible for this policy but it is recognised that all employees have a responsibility to ensure that quality is at the forefront when their activities contribute to the supply of goods to our customers.

**DELFCOLDWEAR SOLUTIONS' quality policy** is always under review, but is formally reviewed annually, continually monitored and any necessary changes made to maintain its objectives.

Our objectives have been set in line with our business plan and these are monitored and reviewed at our Executive Board Meetings.

Date: June 2010 (Next review: November 2011)