

## **Quality Policy Statement**

Protective Packaging Ltd, (the Company) designs and manufactures packaging solutions for climatically sensitive products. The Company also distributes impact detection and prevention systems.

The Company is certificated to and in compliance with BS EN ISO 9001:2015. The Directors, Management and staff are responsible for the Quality Control through the Quality Management System, seeking improvement by constant review with laminating partners, suppliers, external and internal parties by being encouraged to cooperate. The Company is committed to achieving customer satisfaction by the use of quality procedures which will be operated to meet or exceed the requirements of ISO 9001.

The Company aims to provide its customers with a range of products and services that are accurate, reliable, repeatable, compliant with specification and consistent with their expectations. These, together with timely delivery of documentation, products, materials and services are central to our operating policy. By adhering to the Quality System the Company intends to 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 as well.

It is the policy of the Company to deal with all customer concerns efficiently and effectively and to act upon these concerns, where possible, to the best of our ability and to the satisfaction of customers.

To achieve this, the Company has established, and maintains, an effective Quality Management System that has been risk assessed, planned, developed and communicated in conjunction with other management functions. The Company is committed to continually improving the effectiveness of our products and services, processes and the Quality Management System. Relevant quality objectives are set and regularly reviewed to monitor performance.

This Policy is communicated to all personnel as part of our Quality Management System communication procedure. All personnel are appropriately trained and are responsible for bringing to the attention of the Management Representatives any deficiencies, either real or potential, for timely and effective preventative and corrective action.

The Quality Management System is audited through our Management structure and Quality Assurance personnel, who are designated as the Management Representative.

The Quality Management System and associated procedures are made available to all our employees.



**Simon Jolly**  
Managing Director  
Date: 02.08.2018

Next Review Date: 18.01.2019