

At Brand-Rex, we are committed to continually improving the efficiency and effectiveness of our Quality Management Systems, in order to achieve the Brand-Rex Mission Statement:

### 'To Be the Market Leader in Customer Service'

It is therefore our company policy to:

- Maintain robust business processes that ensure Brand-Rex meets or exceeds customer's expectations.
- Ensure Customer Feedback relating to the ongoing level of Customer satisfaction.
- Monitor all key business processes relating to the effectiveness of the Quality Management system.
- Facilitate the necessary training and supervision needs.
- Promote Teamwork and Communication practices that allow for Continuous Improvement of the Quality Management Systems.
- Implement monitoring and measurement systems to identify key opportunities for improvement.
- Implement a Management Process to assure the ongoing suitability, adequacy and effectiveness of the Quality Management System.
- Determine and review associated KPI's, objectives and targets.
- Achieve standardisation of the business processes across the business by the use of a single electronic business management system.

To ensure the execution of this policy Quality Management Systems have been established which aim to comply with the requirements of the International Standards ISO9001:2008, ISO/TS16949:2009 and AS9100 across our sites where appropriate. This will ensure that management objectives and targets are established and reviewed on a regular basis. The objectives will be based on a commitment to Quality Management Principles:

**Principle 1: Customer focus**

**Principle 2: Leadership**

**Principle 3: Involvement of people**

**Principle 4: Process Approach**

**Principle 5: System approach to management**

**Principle 6: Continual improvement**


**Principle 7: Factual approach to decision making**

**Principle 8: Mutually beneficial supplier relationships**

Brand-Rex Ltd. will regularly review this policy and the Quality Manuals for applicable improvements; communicate the policy to all employees and persons working on our behalf and all interested parties.



Martin Hanchard  
Chief Executive Officer



Christopher McFarlane  
QHSE (Quality, Health, Safety and Environment) Director

5th January 2015