

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.



Ian G Wilkie
Managing Director



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

30th May 2016