

EU SIGNS LTD

QUALITY POLICY

According to clients' expectations, the directors and staff of EU Signs Ltd are committed to providing products and services, in terms of reliability and quality. The directors will ensure that adequate resources are accessible to achieve this.

We have established and will maintain a high quality management system to meet the requirements of BS 559 2009, 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 also, management quality objectives which are periodically reviewed to ensure they remain appropriate and compliant.

We are committed to comply with all legal and other requirements, and to the continuous improvement of our quality management system. The directors regularly review the quality management system for competence and effectiveness.

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

- To maintain an efficient and effective quality management system
- To achieve a level of quality which enhances the company's reputation and maintain and improve this quality level
- To evaluate business performance while maintaining our focus on the quality of our products and services
- To conduct our business in an professional and ethical manner
- To endeavour to get things right the first time and satisfy our clients' requirements. Should we make a mistake, we will admit the liability and promptly rectify
- 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 providing customers 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 in place:

Each project is assigned a single point of contact for the customer to avoid confusion and ensure a consistent level of service. Besides, each job is assigned a unique Reference Number to follow it through the company, thus ensuring consistency and simple traceability.

Once a job enters production, Job Sheets 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 assigned a unique Order Number to provide easy traceability and to help with the analysis of Company suppliers.

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

A delivery note sent upon dispatch. 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 sign installation, the Job Sheet is signed by the customer to confirm acceptance and approval. This confirmation step provides a final check and helps ensure consistent quality.

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

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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.

EU Signs Ltd has built a 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.

This policy has been communicated to all employees and contractors; it is also available to all interested parties on request from the company office at Unit 6, Stirling Industrial Estate, Borehamwood and company network. The Quality Policy of EU SIGNS LTD is one of continual improvement, and is subject therefore to frequent review and development. Ultimate responsibility for its implementation rests with the undersigned.

For and on behalf of EU Signs Ltd

15 January 2024
 Nigel Tokalak
 Production Director

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