


<div>Mercian Labels</div> <div>Quality Assurance</div> <div>Policy Manual (WI.1)</div>	Ref: 5.	
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	Issue Status: G	
TITLE: QUALITY POLICY.		

## **5.2 - QUALITY POLICY STATEMENT.**

**Mercian Labels Limited is committed at every level of the organisation to continuously improve our business performance.**

**Mercian Labels Limited are aware that some of our operations have an impact on food safety and quality and thus recognises that concern for food safety is an integral and fundamental part of our business**

Our principal aim is to always supply to our customer's first-class quality, reliable products with unrivalled levels of customer service that conform exactly to agreed specifications, order requirements and any other underpinning relevant statutory or regulatory requirements.

The establishment of our Quality Management System (QMS) is the foundation on which we will build a company culture committed to continual improvement.

Our QMS is based on attaining complete customer satisfaction. This is underpinned by the requirements, amongst others, of BS EN ISO 9001 / ISO 17712 and BRC Global Standard for Packaging and Packaging Materials which the company is fully committed to fulfilling. The system has been developed to enable full integration of in-house, product, industry best practice and client specific requirements.

Our QMS provides a risk-based approach to thinking, as we consider how to manage opportunities, eliminate product or service defects, or any other potential quality issues at the earliest possible stage. This in turn improves efficiency, quality and customer satisfaction.

Senior management will demonstrate leadership and commitment through the implementation of the QMS, including the formulation, monitoring and measurement of "S.M.A.R.T." objectives and targets, and regular planned internal and external audits. Results are formally discussed at senior management level. Senior management will review this policy and formulate QMS objectives during management reviews to ensure its ongoing integrity, effectiveness, compatibility and alignment with the context and strategic direction of the organisation.

This policy will be communicated to all employees and, when requested, stakeholders and or interested parties.

As Managing Director, I take full responsibility to ensure that this policy is communicated and implemented throughout the organisation and to any interested parties.

**Signed:**



**Adrian Steele**  
**Managing Director.**  
**06/09/2024.**

<b>Issued By: Anita Tchiakpe</b>	<b>Signature:</b> 
<b>Date of Issue: 06/09/2024</b>	