

# John Dale Ltd

# Quality Policy

As a privately-owned manufacturer of wet wipe and facial tissue products, John Dale Limited is committed to ensuring customer satisfaction by meeting and exceeding the quality standards required by our customers. We aim to meet their individual needs on time and within budget.

To ensure the continued quality of our products and services, John Dale Limited has implemented and maintains a quality management system that complies with the requirements of BS EN ISO 9001: 2015 and the British Retail Consortium Global Standard for Consumer Products (Issue 4).

All personnel recognize the importance of fulfilling our obligations to our customers by manufacturing safe and legal products to the specified quality.

This responsibility is communicated and understood throughout the company.

The business processes that influences customer satisfaction are identified and managed within the quality management system with the aim of providing continual improvement in quality performance.

In support of this commitment we will:

Understand and communicate the needs and requirements of our interested parties to all persons working for or on behalf of John Dale Ltd;

Identify and manage the risks and opportunities arising from our business activities ;

Maintain a quality policy and quality objectives that are compatible with the context and strategic direction of the business;

Identify and comply with relevant applicable compliance requirements relating to the manufacture of dry and impregnated tissue products;

Ensure that all our business processes become the basis for continual improvement in quality performance.

This policy provides the framework for setting and reviewing the company's quality objectives and is subject to regular review for continued suitability.

Signed:  John Dale – Director

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