



QP-01	Issue 02
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## QUALITY POLICY

McGowans “provide marketing & communication technology, mail fulfilment, creative services, digital print manufacturing, storage, kitting fulfilment & Distribution.”

Quality is important to our business because we value our customers. Our overall objective is to consistently provide customer value and satisfaction in product and service through world-class leadership, continual improvement, employee development, recognition and social responsibility.

We are totally committed to the principles and practice of excellence and have established a quality management system in line with the requirements of the ISO 9001:2015 standard. Our quality management system provides a framework for measuring and improving our overall business performance, facilitates continual improvement and ensures the fulfilment of our customer’s requirements.

The Senior Management Team and staff of McGowans commit to:

- The Quality policy is appropriate to the purpose and context of organisation and supports its strategic direction.
- Satisfy applicable requirements, customer requirements and all relevant statutory and regulatory requirements.
- Providing staff with sufficient training and development support to fulfil their role and responsibilities, develop their potential, gain new skills and improve existing ones.
- Ensuring that all employees understand, implement and maintain the ethos of the company’s quality policy statement.
- Being an efficient and profitable organisation by following good work practices in all areas of its operation.
- Provides a framework for setting quality objectives.
- Carrying out management reviews of audit results, customer satisfaction and complaints.
- Continual improvement of the Quality Management System.

Signed

A handwritten signature in blue ink that reads 'Tony Roe'.

Date:

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**Tony Roe, Managing Director**  
McGowans Print