



QUALITY Preston, Stratford, Glasgow

Valpak Limited is totally committed to high quality, reliability of supply and service, and close personal involvement with all Customers.

It is also the company's intention to meet its obligations to comply with all the laws and standards that regulate and apply to our business and exceed the requirements set out in them wherever possible.

To ensure that the Company maintains this position and continues to meet the requirements and expectations of its Customers; the Management of the Company hereby gives its unqualified support to the implementation and maintenance of the Integrated Management system by:

- ensuring that our products and services meet the specified quality and delivery requirements
- ensuring Customer complaints are reviewed with the documented corrective / preventative actions
- Proactively gathering customer feedback through the annual questionnaire, staff contact with customers and any other appropriate avenues, and ensuring the results of this feedback are reviewed at a high level, with the necessary corrective/preventative actions being put in place
- ensuring process materials are acceptable for fulfilment of our end product requirements
- ensuring quality is achieved by the selection, the personal and professional development of, and training of our human resources
- following a framework for the senior management to set and review quality objectives and targets on a regular basis. These objectives and targets will help to ensure continuous improvement or to enhance the customer experience.

The company promotes quality through the continual focus throughout the organisation of the following ideals:

- Doing it right first time, every time
- Providing cost effective, fit for purpose products and service to all our customers
- Recognising and responding to the needs of all our customers, internally and externally
- Being part of a process of continual improvement achieved through teamwork

Steve Gough
Chief Executive Officer

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