



## QUALITY POLICY

Vale Mill (Rochdale) Limited (trading as MINKY Homecare) are manufacturers and suppliers of a wide variety of homecare products; laundry products and garden furniture cushions. This policy applies to all divisions of our organisation.

The purpose of this policy is to confirm our commitment to meeting the standards expected by our customers in the delivery of the products and services that we supply to them.

To implement this policy we shall focus on the needs of our business with particular reference to consistently meeting our customers legal, safety and statutory requirements and obligations. Our quality management system will provide mechanisms for detecting system shortfalls and for stimulating process improvements.

Our organisational goal is to maintain, develop and improve our ISO 9001 documented Quality Management System, and that changes be performed in a managed, methodical way to ensure that the system can be fully understood and implemented at all levels throughout the company.

Vale Mill will adopt procedures and disciplines to ensure that:

- The quality management system is effectively implemented by undertaking relevant skills training and conducting appropriate quality awareness training.
- Responsibilities for quality management are established by communicating these responsibilities clearly to all employees.
- The policy and procedures continue to be appropriate by initiating regular reviews to check effectiveness and ongoing relevance.
- The company regularly review the needs and expectations of customers and initiate continuous improvement activities to meet these expectations.

Our future objectives are to:

- Use the Quality Management System as a tool in achieving best practice outcomes across the organisation.
- Ensure continuous improvement.
- Strive to achieve total customer satisfaction.

**Name**

**N. COLLEDGE**

**Signature**

A handwritten signature in black ink, appearing to read "N. Colledge", written over a horizontal line.

**Position**

**Technical Director**

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