

# QUALITY POLICY



LITHO - DIGITAL PRINT/COPY - DESIGN - FINISHING

SJR Printers operates a quality management system that conforms to the international standard ISO 9001:2015.

The Quality Policy of SJR Printers is committed to ensure that all the product categories and services supplied and/or processed by the company conform to our customers' requirements. Establishing parameters and practices in every aspect of our operation allows us to provide "products" and "services" that are legally compliant, competitive, conforming to - or exceeding - customer requirements with a high degree of consistency.

SJR Printers places particular emphasis on achieving client satisfaction by:


- Responding promptly and accurately to customer enquiries and orders.
- Pursuing the consistent delivery of quality, value and reliability in the products and services that the company supplies to its customers.
- Ensuring that its management and staff are competent to meet the requirements of the business and its customers.
- Understanding customer perceptions of SJR Printers products and service and implementing appropriate actions to improve thereon.

To meet the specified requirement of the customer, the company applies a quality management system in conjunction with other management controls. The company will:

- Comply with all applicable laws and regulations
- Understand and review both its organizational context and the requirements of relevant interested parties and then adjust company practices in accordance with the risk priorities that are identified
- Promote a culture of continual improvement and make best use of its management resources in all quality matters
- Define and communicate measurable quality objectives and monitor its performance against these objectives throughout the company.
- Ensure the safety of employees and others involved in quality processes
- Adopt a forward-looking view on future business decisions that may impact on quality.
- Train our staff in the needs and responsibilities of quality management.

It is the company's policy to seek to operate continuously to this standard and to maintain ongoing compliance with and certification to ISO 9001-2015.

Signed at PAROW on 26/1/2016

  
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Managing Member