

# QUALITY POLICY



## THE PRINTWEAR COMPANY LTD

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The Printwear Company Ltd recognises the need for a formal Quality Policy. As a premium apparel branding agency and uniform systems supplier, we are committed to delivering products and services that meet or exceed client requirements at all times. Our objective is to achieve a consistently high level of customer satisfaction through the effective management of people, processes, and partnerships.

We acknowledge that maintaining quality depends on continual improvement, structured management systems, and the professional competence of our team. The company is also aware that changes within our industry and wider economic environment may influence the quality of our operations, and we are committed to proactive review and adaptation.

The Printwear Company Ltd is dedicated to maintaining mutually beneficial relationships with clients, suppliers, and subcontractors, ensuring open communication and collaboration to continually improve the quality of the products and services we provide.

### In delivering our goods and services, we will:

1. Identify and strive to meet the needs and expectations of our customers, complying with all agreed specifications and quality standards for the products and services we supply.
2. Assess the risk of defects or process failures within our production, decoration, and fulfilment activities, implementing effective controls to minimise errors and waste.
3. Ensure that all personnel are competent, trained, and resourced to perform their duties efficiently and to the required standards, without compromising quality or safety.
4. Monitor, measure, and review internal systems, supplier performance, and customer feedback to identify opportunities for improvement.
5. Promote a culture of responsibility, precision, and continuous improvement throughout every area of the business.

### Implementation and Review

Management at all levels are responsible for ensuring that this policy is communicated, understood, and implemented. Objectives are reviewed periodically to confirm that the requirements of this policy are met and that continuous improvement is achieved.

This policy will be reviewed annually, or sooner if significant operational or legislative changes occur, to ensure it remains effective and relevant to our business and customers.

The commitments contained in this policy will be made available to all interested parties on request.

Approved by:

Robert Pharréll | Director

Date: 10/01/2026

