



Quality Policy Statement

'Swanline Print Ltd is the UK's trade supplier of printed packaging & POS displays.'
'Swanline Paper and Board rapid turnaround stockists and convertor of multiple substrates'

With a reputation for service and confidentiality our expertly skilled & highly experienced personnel, Deliver a comprehensive range of services, within the Point of Sale and conventional packaging market. Swanline Group is committed to consistently provide products & services that meet our customer needs, requirements and can exceed their expectations utilising the following process:

Design & Construction	Sheeting	Cut Crease	Litho and Film Lamination
Digital Conversion	Screen Print	Gluing	Hand Assembly

We design, manufacture, supply packaging, paper & board, utilising fit for purpose machinery and material sciences. Swanline Group is committed to continually deliver of safe, legally compliant products and services of the highest quality that should achieve increased customer assurance.

To this end we shall maintain compliance with the requirements of the BS EN ISO 9001:2015 / BRCGS Packaging and materials Issue6 Striving to continually improve the effectiveness of our systems.

Swanline Print has also implemented FSC chain of custody procedures to comply with the requirements of FSC certification, FSC – STD -40-004 v3 offering our customers a chain of custody, to demonstrate our commitment to well managed forestry and sustainability, thereby assisting the effective maintenance of the world's natural resources.

We shall also:

- Delivery of a Customer centric' service will create a positive experience to the end user and create a positive experience for the customer.
- Continually invest in new technologies that provide ground breaking business opportunities for our customers.
- Understand the needs and expectations of interested parties along with the Internal & External influence's to ensure our product & services deliver to set expectations
- Consistently strive to reduce non-conformances product levels, by embracing the use of new materials, improved systems, new technologies and superior skills to ensure the integrity of our product & services
- Provide a collaborative working Environment to engage with our employees and encourage ownership of the product & service we deliver
- Communicate the quality policy and objectives to all employees during regular management/ supervision workplace meetings. The quality manual also communicates these requirements throughout the organisation along with managerial, organisational responsibility and the processes which operate on site.
- Provide on-going training and development to advance the skills for all employees, to identify opportunities to improve and develop within in the forward thinking, fun environment.
- Continue to build mutually beneficial supplier relationships.

Swanline have agreed quality objectives, to improve the product, service to our customers, these are detailed in the company's Statement of Quality Objectives, monitored weekly & reviewed at the QMS monthly meetings.

1. Reduction in customer complaints
2. Review OTIF
3. Improve machine inefficiencies The policy, objective and manual shall be reviewed for continued suitability at the annual Quality management review meeting or sooner if required.

Signed Managing Director: Richard Towers

Chief Executive Officer: Nick Kirby

Date: 31/10/2022

Review Date: 31/10/2023