

## Quality Management with Label-form and ISO9001 certification

The ability of Label-form to retain and grow sales is very much dependent upon our ability to provide outstanding products and services, something we believe we do well and customer feedback indicates this to be the case.

However, we remain committed to continual improvement and with this in mind, we have maintained a Quality Management System that meets the requirements of ISO9001:2015 certification and which is audited by NQA, an external certification body. What does this mean in practice?

- Top management remain committed to ensuring we develop our systems and resources including people to identify and meet the requirements of interested parties including clients
- Everyone in the company should be aware of importance of following procedures and at all stages ensure we aim for the highest levels of performance, identifying any non-conformances, risks that might affect our ability to meet requirements and opportunities for improvement. We will be considering these areas at all times but also reviewing at our regular Management Meetings.
- We have a Quality Policy which is published internally and is available to interested parties who might want to see it. Please ensure that you are aware of the policy and its aims but also the importance of adhering to it. If you are asked by someone externally about the Quality Policy, please provide them with access to it.
- To monitor our performance and help drive improvement, Quality Objectives are set and published. Everyone, including you has a key role in achieving these objectives. Your support is appreciated. Follow procedures and please do raise any issues, risks and opportunities that affect product, service and any other area of Labels-form's performance.
- We have excellent customer feedback which is as a direct result of everyone's efforts and commitment but it remains important that we prevent issues arising in the first place and continually improve.

If you have any questions or suggestions, please speak with your manager.

Thank you for your support.

**Debbie Mellett**



**Managing Director**  
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