

Quality Policy

Quality is the discipline central to all aspects of the Company's structure, operation, and future prosperity. It is the dominant influence on the supply of our services. This important fact must be understood and practiced throughout the Company.

As a consequence of this belief, the Interweave Textiles Ltd Management Team has made a commitment to focus attention upon a continuous process of managed company wide quality improvement through the establishment and monitoring of relevant quality objectives.

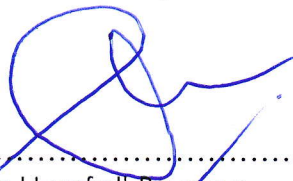
Targets

- A year-on-year reduction in corrective actions raised
- Conduct management reviews every 365 days
- Conduct weekly progress meetings
- Ensure a customer satisfaction rating of four or higher on greater than 90% of the surveys returned
- Provide a response to customer complaints within 2 days of receipt
- Maintain a LSAS level 3 standard year on year..

It is the established policy of Interweave Textiles Ltd to provide to it's customers services that are conducted in accordance with stated methods and the clients' agreed requirements; and to operate to good professional practices.

Quality is the responsibility of all personnel within the Company. This ensures customer satisfaction by supplying services that meet the highest standard of performance, quality, and reliability.

To demonstrate it's commitment to quality, Interweave Textiles Ltd has adopted quality management standard BS EN ISO 9001:2015. Adherence to this policy involves every aspect of the Company's business and all its employees. The purpose of the Quality Assurance System Manual is to show how this policy is to be put into effect, to give instruction and guidance to employees whose actions can affect the quality of the service and to provide an overview of the quality endeavour within the Company.



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Peter Horsfall Benson
Managing Director

Date 14/10/2022