

Quality is the discipline central to all aspects of Interweave Textiles Limited'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 Senior Management Team has made a commitment to focus attention upon a continuous process of managed, company-wide quality improvements through the establishment and monitoring of relevant 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 4 or higher on greater than 90% of the surveys returned.
- Provide a response to customer complaints within 2 working days of receipt.
- Maintain a LSAS Level 3 standard year on year.

It is the established company policy to provide its customers with services that are carried out 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 and reliability.

### Quality Management

To demonstrate its commitment to quality, Interweave Textiles Limited, 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.

C H Benson, General Manager

