

“ISO 9001 is a globally recognised standard for quality management. It helps organisations of all sizes and sectors to improve their performance, meet customer expectations and demonstrate their commitment to quality. Its requirements define how to establish, implement, maintain, and continually improve a quality management system (QMS). Implementing ISO 9001 means your organisation has put in place effective processes and trained staff to deliver flawless products or services time after time.”

www.iso.org/standard/62085

ISO 9001 is the Quality Management System (QMS) implemented across the John Horsfall Group to ensure we consistently meet customer requirements, strive to exceed expectations, and continually improve the quality of our products and services.

The John Horsfall Group has been certified to the ISO 9001 standard since 1999, demonstrating our long-standing commitment to quality and continuous improvement. We are currently certified to ISO 9001:2015 and undergo annual external audits to maintain our certification and ensure ongoing compliance with the standard.

Usually called just 'ISO' within the company, ISO 9001 improves the quality and performance of the whole product; from design and sales, to order processing, logistics and customer service – and everything in between.

Certification demonstrates that we continually strive to:

- ❖ Improve and streamline operations and reduce costs.
- ❖ Win more business and be competitive in tenders
- ❖ Be more resilient and build a sustainable business with strong corporate governance.
- ❖ Work effectively with all interested parties including our supply chain.
- ❖ Satisfy more customers.

Quality Policy

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 Senior Management reviews annually.
- ❖ Facilitate monthly progress meetings.
- ❖ Ensure a customer satisfaction rating of 4 or higher on greater than 90% of the surveys returned.
- ❖ Provide a response to any 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.

A handwritten signature in cursive script that reads 'Charles Benson'.

Director & General Manager