

## **QUALITY POLICY 2020**

### **Quality Statement**

For 130 years, The Holmes Mann name has been involved in the Yorkshire packaging landscape and has now evolved to become **“Your Partner is Packaging Excellence”**, whom is dedicated to the supply of Siat packaging machinery and quality packaging products.

To retain and enhance our customer confidence, we are committed to **“Getting it right first time, every time”**, and, by delivering a packaging solutions and packaging products on time which consistently meet or exceed customer needs and expectations, we believe we are able to achieve complete customer satisfaction.

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### **Quality Policy and Procedures**

At Holmes Mann Packaging Systems we do operate to a set of quality guidelines which helps ensure a consistently high level of quality for our products and services for excellent customer satisfaction.

#### **Conformity**

Customer data base and product specifications are kept up to date for each product for every customer. This ensures consistency of product and conformity to customers' requirements.

#### **Despatch & Delivery Checking**

Prior to delivery, the goods is checked by the transport team during the loading for dispatch. The goods are checked for quantity and specification against delivery note. The final stage of the quality assurance takes place upon delivery of our goods at the customers' premises. We do not leave the goods on the customers' premises until the customer is entirely satisfied.

#### **Customer Satisfaction**

In the extremely rare event of a customer complaining about the quality of our products, any non-conformity or non-compliance with their requirements, or any dissatisfaction with the level of our courtesy or service, then these are dealt with directly by management.

#### **Damage Claims**

There have been no damage claims against the company in the last 5 years.