

Quality Policy

Belmont Press is one of the UK's largest independent commercial printers specialising in the production of corporate, educational, and promotional printed literature. The Board of Directors recognise the importance of Quality Management and maintaining high standards throughout our products, processes, and personnel.

Belmont Press has demonstrated its commitment to continuous improvement, ensuring that products meet with contractual requirements, and exceed customers expectations, by developing a Quality Management System which has been certified to the internationally recognised ISO9001 Standard since February 1992.

It is the aim of Belmont Press to ensure that all operations are conducted within the requirements of the ISO9001 Standard, and Top Management are committed to:

- A. Satisfying applicable requirements by ensuring that customer and applicable statutory and/or regulatory requirements are determined, understood, and consistently met.
- B. Continual Improvement of the Quality Management System by ensuring that any risks and opportunities that can affect conformity of Products and/or Services, and the ability to enhance customer satisfaction, are determined and addressed within an appropriate time-scale.

Belmont Press shall conduct its operations giving consideration to the needs and expectations of Stakeholders, referred to synonymously as Interested Parties by this Quality Management System, and on-going improvements in Quality Management will be achieved through the establishment and monitoring of documented Quality Objectives/Targets.

A Customer Satisfaction Survey is published on an annual basis, and our in-house Compliance Management System (Q/Pulse) connects customer issues directly with production, enabling us to measure our responsiveness, time to resolution, and closely monitor product defect rates.

Employees across the two sites from which Belmont Press operates are made aware of their responsibilities and roles within the Quality Management System, and shall be given sufficient information, supervision, instruction, and training in order to be able to meet required standards.

Information regarding the quality performance of Belmont Press will be made available to customers, employees, local government, public authorities, suppliers, and any other Interested Parties upon request to the Company Standards Manager.

The Quality Management System is reviewed annually by the Board of Directors, and quarterly by the ECO Team which consists of a number of Senior Managers. In addition to this BSI (British Standards Institution) undertakes bi-annual external assessments, in order to ensure the Quality Management System is being effectively implemented and maintained. This Quality Policy will be communicated within the organisation, and shall be made available to all Interested Parties upon request.

Signed.....

Owen Thomas
Managing Director