



QUALITY SCOPE

POLIFILM UK Ltd was founded in the UK in 1980, and is part of the POLIFILM Group Companies.

Our core business is the stocking, slitting, and supply of protective polyethylene films to the UK and Irish markets.

Our products are sourced and manufactured all within the POLIFILM global network.

The scope of our Quality System is as follows:

POLIFILM UK Ltd will demonstrate that we have the ability to consistently provide products and services that meet our customers' statutory and regulatory requirements, with the aim of enhancing customer satisfaction

We shall review external and internal issues on a regular basis, in relation to political, economic, social, technological, legal and environmental considerations.

We will show that we understand and consider the needs and expectations of all interested parties.

We will demonstrate that we apply the right leadership, with the aim of reviewing and monitoring processes and procedures, and making sure that objectives are measurable.

We will Plan, Do, Check and Act to ensure that our procedures are followed, reviewed, and updated as required.

Our Key Quality Objectives are:

1. *Customer Satisfaction – ensuring that customers' needs and requirements are met and reviewed, and customer complaints are reduced*
2. *On Time Deliveries – reviewing and maintaining that delivery deadlines are met*
3. *Reducing Supplier Defects – by monitoring, recording and reporting to Group on regular basis*
4. *Reducing Waste – ensuring that correct machine allocation is matched to relevant order, monitoring waste and investigating options to improve*

