

Quality Policy

It is the policy of W. Cawthorne & Son Limited to provide printing services and stationery supplies which set exceptional quality standards in all areas.

The Company is committed to the achievement of the following quality objectives, which are published for the information and guidance of all staff:

- 1 To maintain genuine satisfaction for all our customers, we need to provide them with exemplary service, by identifying and defining their requirements, and meeting their needs and expectations.
2. We employ outstanding staff, chosen for their depth of knowledge of the Printing and Stationery Industries and their ability to communicate clearly with their customer counterparts.
3. We select staff with the ability to learn new skills, and we are committed to providing them with the opportunities to develop all necessary competence. We support energy, effort and flexibility of approach.
4. We provide equipment, materials and methods of working which enable our staff to deliver designed and printed products of the highest quality, and meet delivery requirements.
5. We provide services and goods, aiming to beat standard industry figures for delivery and service in relation to our stationery division.
6. We recognise the need for good communications and service internally, by treating our colleagues as customers, and helping them in their efforts to achieve quality in their work.
7. The Company has developed a Quality Culture, that expects continuing excellence and improvement in the operation of the Quality Management System, and the support of every member of staff.

Measures of performance are identified for Quality Objectives as appropriate, and targets are agreed periodically, to ensure that the process of continuing improvement is directed towards priority areas, and its effectiveness is reviewed and reported to top management.

Our Quality System has been designed to meet the requirements of BS EN ISO 9001:2008, to provide our customers with independent confirmation of our commitment to quality.

The Quality System has the full support of management and staff at all levels.



M.J. Cawthorne
Managing Director
W. Cawthorne & Son Ltd.

14th March 2011