

Quality Policy

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

This is achieved by:

- providing equipment, materials and methods of working which enable our staff to deliver designed and printed products of the highest quality, to meet delivery requirements
- employing outstanding staff, chosen for their depth of knowledge of the Printing and Stationery Industries and their ability to communicate clearly with their customer counterparts
- working as part of the Advantia group to provide customers with access to a range of products to meet their requirements
- using a logistics partner that holds stock centrally and delivers directly to the end user, with high levels of order fulfilment next day
- providing information to customers to support them in the selection of appropriate products
- ensuring that all products supplied are suitable for the application and are compliant with all relevant legislation and regulations
- supporting customers after delivery of the product, reacting quickly to solve any product or service issues

We work closely with all stakeholders and external agencies to support our commitment to comply with all appropriate legislation and other requirements.

We operate systems that meet the requirements of ISO9001:2015 retaining external approval to this standard.

All staff are aware of the processes operated within the company and are aware of their responsibilities to follow defined procedures and to report any deviation or anomalies.

The Management of the company establish business objectives which support the implementation of this policy. These objectives are regularly reviewed and revised as necessary to support our commitment to continual improvement.



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

Reviewed: July 2019