

*** Issue date - 1 May 2025

QUALITY POLICY & OBJECTIVES

It is the Policy of Manupackaging UK Ltd to supply high quality products and related services to both its internal and external customers every day, through a mixture of product consistency, product and customer knowledge and expertise, on time delivery and customer aftercare – all of which is promoted through the Manupackaging UK Quality Management System. Manupackaging UK commits to understanding and following all specific legal and regulatory obligations related to their products, services, and operations.

The Quality Management System process must ensure that customers receive on time, the correct specification of product they have purchased, the high-quality product they expect and the technical and sales back up expected from the market leader in its field.

To achieve this Policy, the following objectives have been set:

- 95% of deliveries to customers shall be on time in full
- 99.5% of product that reaches the customer shall be free from quality issues
- To review the suitability of the Quality Management System, at a minimum, on an annual basis to ensure effectiveness and continual improvement

As General Manager of Manupackaging UK I will endeavour to make sure that my staff are fully trained and educated to carry out, and improve where possible, the tasks required of them, and in return, I expect my staff to work efficiently, responsibly and respectfully both with external and internal customers.

Only through repeat and new business will the Company succeed, and through the correct implementation and ongoing improvement of the Manupackaging UK Quality Management System, I am confident of continuing success.



Karen Sherman
General Manager
Manupackaging (UK) Ltd

MQM-012-8-0125

