



Quality Policy

Computer Imprintable Label Systems is committed to ensuring that we operate at the optimum level for our stakeholders. They include: users of our labelling solutions and their ultimate customers, the various regulatory bodies we are governed by and our staff and suppliers.

To support our commitment to quality, we operate a business improvement system based on ISO 9001-2015, which helps us manage a programme of continual improvement throughout everything we do. In addition, we ensure our products, services and the overall business meet all relevant obligations under legal and industry requirements.

We continually seek ways to improve our business process and manage our business risks, thereby improving the quality of our services.

Continual improvement happens best when everyone involved with the business is committed to it. Therefore, although senior management team is ultimately responsible for improving the quality of our services; everyone associated with CILS is encouraged to play an active role. This includes identifying areas where we may fall short of objectives and for suggesting improvements to help us succeed.

To support improvement, we use basic methods of measuring performance and improving it:

- ▶ We examine operational and commercial risks throughout the business and identify action required to mitigate or avoid them.
- ▶ We have objectives for quality and operational performance and measure ourselves against them, used to ensure that our stakeholders remain satisfied, our products and services remain optimal and we continue to succeed.
- ▶ We monitor and assess market trends to ensure we remain at the forefront of technological and market developments.
- ▶ We listen to what our stakeholders tell us and take account of this in improving our products and services.

Our key objective is to perform at a level, where we are commercially successful and our customers perceive us as delivering an excellent product and service and would come to us again.

Through application of our philosophy of improvement, we aim for CILS to be recognised as the most dependable and effective source for specialist label solutions and the provider of choice.

Jean-Luc PIZZOL
Operations Director
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