

Burlington Uniforms Limited

Quality Policy

Burlington Uniforms Ltd policy is to improve the quality framework and the quality of services that are delivered to their clients, in a way that improves customer satisfaction year-on-year. We maintain a quality management criterion that enables us to control the quality of the services and products that we provide to our customers. It enables us to maintain a high standard in the quality of proposals, deliverables, and customer satisfaction. We are committed to the improvement of the quality of the services that we provide and to the increased satisfaction of our customers.

Burlington Uniforms Quality Management System was awarded ISO 9001:2008 accreditation on 1st June 2010.

Quality Objectives

Burlington Uniforms Ltd will aim to provide optimum satisfaction as judged by the client, whilst recognising that there can be no compromise on the objectivity and integrity of the service we give. We will strive to ensure that our contract performance:

- ◇ Meets or exceeds the client's expectations,
- ◇ Fulfils our contractual commitments,
- ◇ Represents value for money,
- ◇ Makes a contribution to our business goals and objectives,
- ◇ Is profitable,
- ◇ And is ethical.

In pursuit of these objectives, we will ensure that we:

- ◇ Proactively seek and measure client satisfaction in order to maintain continuous improvement in service delivery,
- ◇ Work closely with our customers, suppliers and partners to achieve business and quality objectives,
- ◇ Deliver services and products of the highest practicable quality, reliability and consistency that meet our customers' requirements.
- ◇ Continually monitor and improve the physical quality of the Burlington Uniforms brand.
- ◇ Maintain our ISO 9001:2008 accreditation
- ◇ Review this policy at least annually

Signed:



Adrian Hewitt
Managing Director

Date: 13th July 2011

Review Date: 12th July 2012