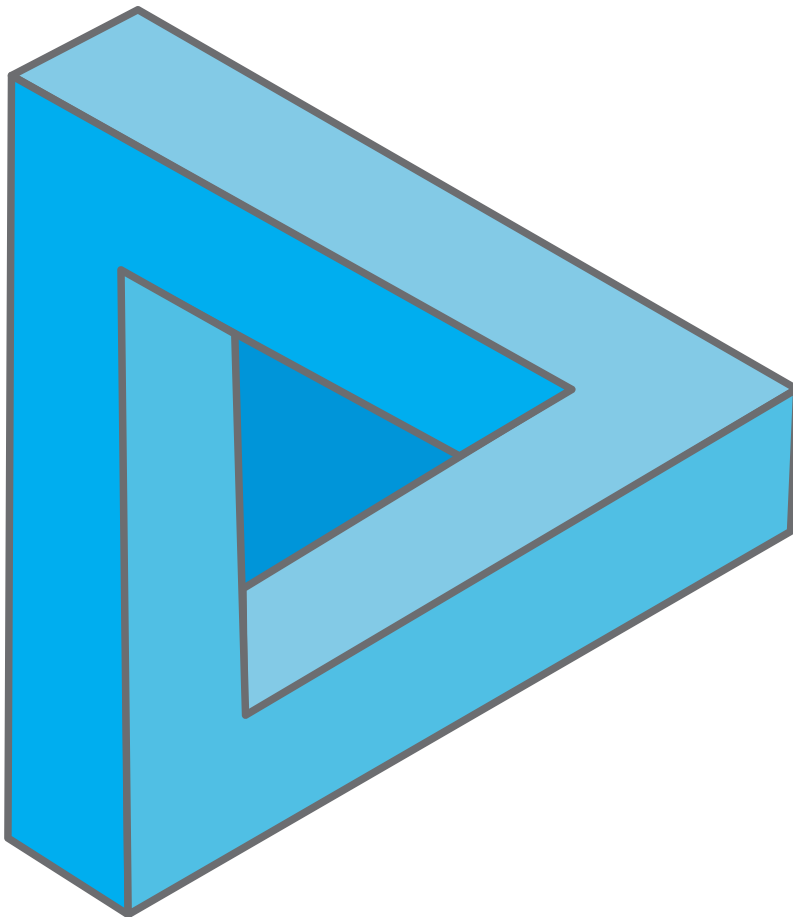
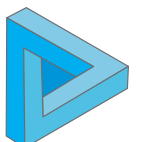


Quality Management
Policy and Flowchart



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a. **Policy Statement**

i) **Statement**

The Sussex Sign Company Quality Policy is to achieve sustained, profitable growth by providing products and services which consistently satisfy the needs and expectations of its' internal and external clients.

This level of quality is achieved through adoption of a system of procedures that reflect the competence of the **Company** to existing clients, potential clients, and independent auditing authorities.

This commitment to quality is based on the principle that the effective and consistent implementation of operational systems, which reflect both client and business requirements, will result in the continuous satisfaction of the client that we serve and the Vision that we represent.

Achievement of this policy involves all team members, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all.

This policy is provided and explained to each team member by the Managing Director and or General Manager.

ii). **Quality Standards**

This will be achieved by a continuous process of quality management and improvement, which includes:

1. Commitments to develop, monitor, improve the effectiveness of and comply with the quality management system.
2. A commitment to comply with relevant statutory and regulatory standards and requirements.
3. A commitment to continually enhance internal and external client satisfaction.
4. A commitment to build and continuously improve our competitive advantage by developing our relationships with both suppliers and internal and external clients.
5. A commitment to listen to and respond to client requests, need and expectations.
6. A commitment to team working and building a team based culture, which maximises the contribution of each individual and empowers the team to meet business needs.
7. A commitment to continually develop team member training and competency.

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The Quality Management Policy describes the Company's approach to quality assurance and continuous improvement.

a. Purpose

The Quality Management Policy describes The Sussex Sign Company's strategic approach to quality management and continual improvement, which is guided by its Mission and Vision with a strong commitment to quality and excellence.

The Sussex Sign Company has developed its Quality Management Policy to ensure:

- *The alignment of people and resources is guided by the Company' Mission and Vision;*
- *The alignment of the Company' planning, quality and risk management1 systems, and their integration into all areas of the Company' operations;*
- *There is a clear focus on the Company's stakeholders, foster cross-unit collaboration, exchange of 'best practice' and critical self-evaluation;*
- *A whole-of-company approach that reflects the Company's governance and organisational structure with clear responsibilities and accountabilities; and*
- *There is continual improvement and innovation.*

b. Scope

The Quality Management Policy supports the development of a quality culture in which all team members assume responsibility for quality and engage in quality management at all levels and areas of the Company.

c. Planning, Quality and Risk Flowchart

The Company's Planning, Quality and Risk Flowchart aligns the planning, quality and risk activities, and is embedded within all areas of the Company's operations.

d. Quality Management Cycle, Plan and implement

The Quality Management Cycle consists of Plan-Implement-Review-Improve and further strengthens the Company's focus on continual improvement and innovation. It is a cyclical system for ongoing review and outlines the organisational characteristics that are essential to achieve quality sustained success.

Plan

This includes all planning within the Company and ranges from Directorship-level strategic planning through to Organisational and Individual Performance Plans. Goals and targets are developed that clearly align with the Company's Mission and Vision.

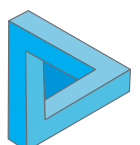
Considerations may include:

- Analysis of the internal and external environment in order to understand the broader sector and market developments;
- Engagement with relevant stakeholders to understand their needs and expectations and ensure a client -centred approach. This may include team members, suppliers and the wider community as appropriate; and
- Creating a risk-aware culture, where risk and risk management are seen as positive attributes of decision-making and result in the identification of both opportunities and risks.

Implement

The Company's infrastructure, resources, systems and processes are developed, deployed and coordinated in order to support the achievement of the Company's goals and targets. Considerations may include:

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- The appropriate distribution and utilisation of the Company's resources and infrastructure;
- The proactive management of the Company's systems and processes to ensure they are effective and efficient;
- A strong culture and commitment to service excellence to ensure consistency and quality of service standards and efforts; and
- The analysis of risks and subsequent implementation of treatments to mitigate the impact of identified risks.

e. **Review**

The Company monitors its performance and progress at all levels in order to determine whether the established goals and targets have been met. Considerations may include:

- Ongoing analysis and reporting of data and information to measure and evaluate the Company's performance and progress in achieving the established goals and targets;
- Undertaking benchmarking activities in order to identify and analyse best practice, both internally and externally, in order to improve the Company's performance;
- Regular audit and compliance activities, undertaken by both internal and external stakeholders and agencies, to monitor and review the company's performance as well as its compliance with relevant standards and legislation; and
- The evaluation of risks and the effectiveness of existing treatments in mitigating both strategic and operational risks.

f. **Improve**

The Company identifies opportunities and areas for improvement, which drives its commitment to excellence, continual improvement and innovation. Considerations may include:

- Ongoing improvement and innovation, which are necessary for sustained success and can be applied at all levels of the Company, through changes in technology, services, activities and processes;
- Ensuring that learning and development are embedded within the Company's culture for both individual and organisational-level advancement;
- Using the outcomes of the review stage, such as analysis and reporting of data, to ensure decision-making is evidence-based ; and
- Effective risk minimisation through existing and future treatments to ensure the impacts are minimised or reduced as far as practicably possible.

e. **Roles and Responsibilities**

The intent and application of the Quality Management Policy is embedded within the work of all Company team members.

The Managing Director and Operations Director are collectively responsible for providing oversight of quality management at the Company.

The Managing Director, Operations Director and Production Manager are responsible for ensuring that the Quality Management Policy is communicated, understood and implemented for their respective areas.

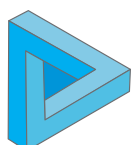
The Managing Director, Operations Director, Production Manager Production Team Leader are responsible for providing direction and clarification on how each individual role contributes to the strategic priorities of the work unit, including continual improvement and work toward excellence.

Team Members are responsible for full participation, engagement, resolving issues, meeting standards and ensuring quality relevant to their role and contribution to the Company.

The Managing Director and Operations Director are responsible for overseeing the development, implementation and ongoing review of the Quality Management Policy and any relevant documentation.

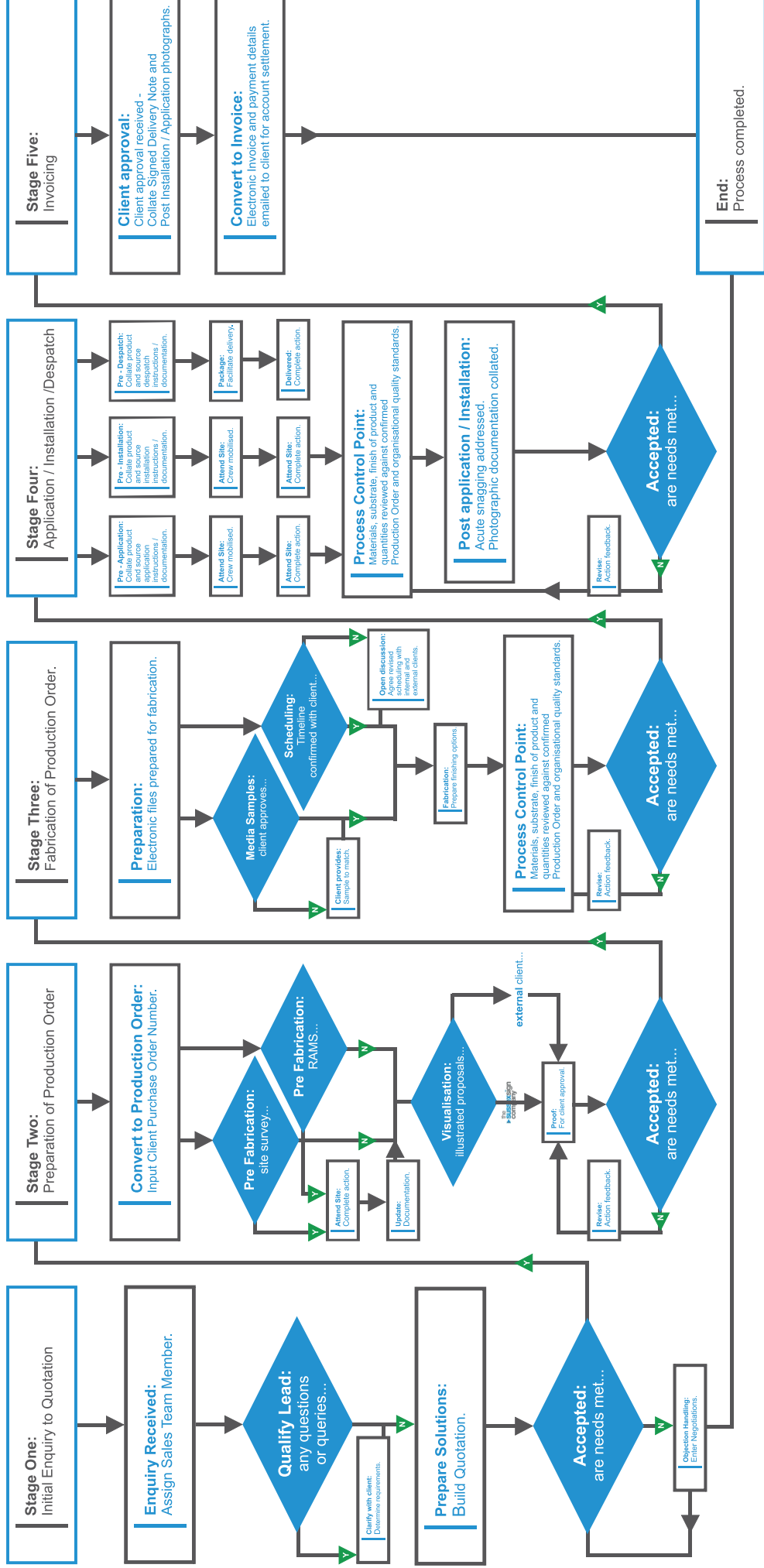
f. **Review:** This policy is scheduled for review every twelve months.

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quality flowchart

The procedure outlined in the quality flowchart illustrates The Sussex Sign Company's the primary process steps - clearly denoting critical control points regarding the organisations' operational practices - correct as of 1st May 2017.



Flowchart code:

Start / End of Process: Expansion of instruction.

Action to be completed: Secondary action.

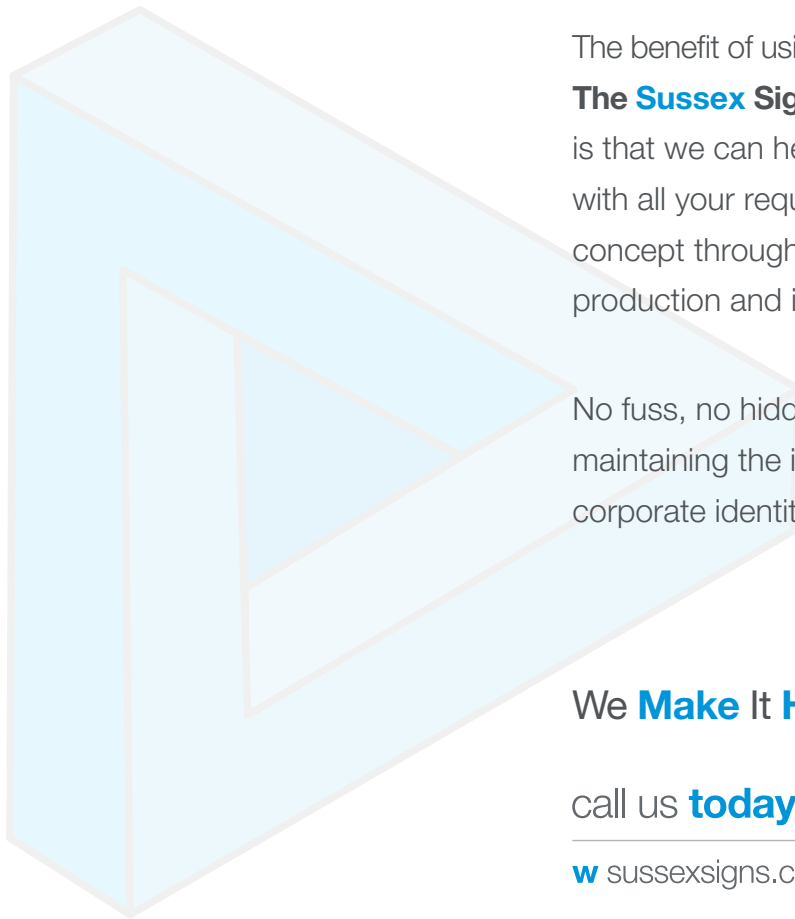
Decision: to be made...

Flow Direction: → | YES Command: ▼ | NO Command: ▼





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