



# Quality Assurance Policy

# QUALITY ASSURANCE POLICY

Date Issued: October 2025

Review Date: October 2026

Accreditations: ISO 9001

## 1. Introduction

The Embroidered & Printed Clothing Company is committed to delivering products and services of the highest quality. Quality assurance is embedded across all operations, decisions and behaviours, rather than treated as a standalone function.

As one of The UK's largest garment decorators, we recognise our responsibilities to customers, colleagues, suppliers, shareholders and the communities in which we operate.

## 2. Scope and application

This policy applies to all activities, products and services including:

- Headquarters and production facility in Ramsgate

- All customised garments, and associated products

- All colleagues, contractors, suppliers and partners

All employees are expected to comply with this policy. Suppliers must operate in line with its principles.

## 3. Quality commitments

Quality is defined as the consistent ability to meet or exceed customer, legal and company requirements.

### 3.1 Customer focus

- Proactive engagement to understand and anticipate customer needs

- Delivery on time and in full to agreed specifications

- Measurement of customer satisfaction, complaints and feedback

### 3.2 Compliance and standards

- Compliance with applicable UK and international legislation

- Alignment with ISO 9001:2015 quality management standards

- Regular third-party certification and audit

### **3.3 Continuous improvement**

Investment in people, processes and systems  
Root cause analysis with corrective and preventative actions  
Use of KPIs and benchmarking against industry peers

### **3.4 Supplier quality**

Supplier compliance  
Supplier vetting, approval and audit processes  
Long-term supplier relationships based on transparency and reliability

### **3.5 Colleague development**

Role-specific training programmes  
Quality responsibilities embedded in job descriptions  
Regular communication of quality objectives and performance

### **3.6 Sustainability and ESG alignment**

Sustainability criteria in procurement and product development  
Collaboration with suppliers and customers on sustainable practices

## **4. Quality Management System (QMS)**

Documented policies, procedures, work instructions and records  
Identification and mitigation of quality risks  
Internal audits with findings tracked and escalated  
Non-conformance logging, investigation and resolution  
Corrective and preventative actions tracked to closure  
Data and trend analysis to drive improvement

## **5. Governance and responsibilities**

Group Managing Director – strategic leadership and resourcing  
Senior Leadership Team – delivery of departmental objectives and KPI oversight  
Quality Assurance Team – audits, system monitoring and training  
Line Managers – day-to-day compliance and issue escalation  
All colleagues – personal responsibility for quality and the right to stop work if standards are compromised

## **6. Monitoring, measurement and review**

KPIs including On-Time In-Full delivery, defect rates and customer satisfaction  
Quarterly internal audits with board-level review  
Annual management reviews  
External audits by certification bodies and customers  
Group-level quality reporting

This policy is reviewed every 12 months, with the next scheduled review in October 2026, or earlier if significant changes occur.

## **7. Reporting and transparency**

Publication of quality results to the Senior Leadership Team

Reporting of significant issues

Open communication with customers where issues arise

## **8. Alignment with company values**

Integrity – honest, ethical and transparent conduct

Sustainability – reduced environmental impact and responsible supply chains

Excellence – continuous improvement in operations and service

People – support and development of colleagues and stakeholders

## **9. Statement of commitment**

We commit to the highest standards of quality assurance as an ongoing discipline. We will continue to invest in systems, people and partnerships to deliver consistent quality and service.

**Signed:** Justin Baker

Managing Director

01 October 2025