

## Quality policy

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Johnson Tiles design, manufacture and supply ceramic tiles to customer, company or standard specifications for contract, retail, house builder and export markets. This Quality Policy applies to all of Johnson Tiles' operations within the UK.

The Board of Directors of Johnson Tiles considers quality management an integral and fundamental part of the Company's corporate business strategy. This will contribute to securing efficiency, a strong customer focus and enhancement of long-term sustainability and profitability within the organisation.

The objectives of our quality policy are to:

- Provide products and services that satisfy our customers' requirements and those of all other interested parties.
- Continually improve the effectiveness of both the quality management system and the provision of our all products and services.
- Ensure all staff are trained and briefed on an ongoing basis about all the relevant quality system documentation so that they can implement the policies and procedures applicable to their work.
- Prevent non-conformity at all stages of design, manufacture and supply of products and services.
- Comply with all applicable standards, e.g. BS EN 14411, and legislation.

The Management Team will show leadership and commitment, and bear the responsibility for establishing, implementing, integrating and maintaining the Quality Management System.

This will be achieved by:

- Establishing, implementing and maintaining a quality management system certified against BS EN ISO 9001 and which also complies with all the applicable requirements of the appropriate international product and safety standards.
- Setting and reviewing measurable quality objectives and targets, which address the risks and opportunities within the company, and ensuring those objectives are met.
- Providing the necessary resources and ensuring responsibilities and authorities are determined and communicated throughout the company.
- Monitoring the conformity of products to standard and contractual requirements.
- Reviewing the effectiveness of the quality management system on a regular basis and assessing opportunities for its continual improvement.
- Seeking structured feedback from our customers.
- Ensuring everything we do is always carried out in accordance with stated methods and customers' requirements.



Stephen Dixon  
Managing Director  
Johnson Tiles

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