



Quality Policy

As a leading manufacturer of technical, scientific and educational books we are committed to the provision of cost-effective supply of high quality products to the marketplace.

We will continually improve the organisation, our Quality Management System (QMS) and products through objectives and targets for improvement and we will carefully monitor progress to ensure improvement is realised and maintained.

Improvement is driven by:

- Co-operation with customers, partners and preferred suppliers.
- Implementation of best practice.
- Fostering teamwork.
- Embracing technology.
- Encouraging personal development.
- Instigating system improvements.
- Conforming to all relevant standards and legal requirements.
- Meeting customer requirements and expectations.

We have therefore adopted and implemented a QMS which complies with the international standard ISO 9001:2008 and had this externally assessed and registered by a UKAS-Accredited Certification Body.

Awareness of our policy and the relevant requirements of our QMS, amongst all employees and others who work for us is crucial. To this end we have a programme of training and awareness, which ensures that staff competence and awareness is maintained, and a process for ensuring that contractors and suppliers are fully aware of our required standards.

A handwritten signature in black ink that reads "Angus Clark".

Angus Clark
Chief Executive
April 2011