

The quality and safety of the products supplied to our customers, and the environment in which they are produced, is critical to the success of our business, our customers and the environment.

Our aim is to ensure, through our responsible trading policy 'The Purple Circle', that the products supplied to our customers are:

- Safe for use
- Fit for purpose
- Of an acceptable and consistent quality
- Not harmful to the environment
- Produced to comply with all regulatory requirements

We achieve this by:

- Undertaking product risk assessments
- Product specifications
- Artwork and sampling procedures
- Supplier capability audits
- Pre shipment checks
- Inspections
- Independent testing
- Monitoring, feedback and Continuous Improvement

Risk Assessments

Products are categorised by level of risk and Risk Assessments are completed in accordance with regulatory requirements, on all new products. Our Quality Review Document and Risk Assessment process will identify any potential hazard and we will take appropriate action to manage and reduce the risks identified.

All Risk Assessments are held in a technical file against each product.

Product specifications

Product specifications are sent with all Purchase Orders and held on file.

Artwork & sampling procedures

We ensure that all branded products have customer artwork and sample approvals, as appropriate, and where requested that our suppliers confirm they will comply with a sealed sample. Sealed samples will be held at our head office.

Capability Audits

Through the supplier pre-qualification process and ongoing desk top audits we will ascertain our supplier's quality assurance procedures to ensure that they operate and document a Quality Control process and final inspection checks. We must see evidence of factory QC procedures in order to qualify a supplier.

Inspections

Pre-shipment inspections will be carried out according to value of order and product risk category on site in the country of origin by an independent inspection company.

Products will be inspected to BS6001 single sampling plan and in accordance with the Brandart AQL procedure.

Pre-shipment image approvals are required for all orders before despatch from country of origin. Images are checked and held on file and formal written approval must be given to despatch the goods.

Standard Goods In inspections are undertaken upon receipt of goods into our warehouse. Higher level inspections are undertaken as appropriate and in accordance with Brandart Goods In procedures.

Goods that are branded in the UK are 100% checked through the printing process and defective goods are removed and discarded.

Independent testing

Product regulatory testing is undertaken by 3rd party UKAS accredited testing houses and certificates are kept in a Brandart product technical file. We require certificates to have 2 years validity.

Our Compliance Manager keeps up to date with changes in regulatory compliance.

Monitoring

We have a system to record and monitor all quality issues identified either through our internal processes or feedback sent to us through from the customer or end user.

Issues are reviewed monthly and action taken accordingly in order to support continuous improvement of not only the product, but also our own processes so that we can continue to deliver on our quality commitments.