

HOLT JACKSON QUALITY POLICY

Holt Jackson Book Company Ltd is proud of its reputation in the field of book suppliers in providing a high quality book supply service suitable to meet the needs of our customers. We also provide book processing services to prepare books for immediate receipt and use by libraries.

Holt Jackson's primary concern is the quality of its service. We aim to offer our customers a quality service by satisfying their requirements through the planned and efficient use of our resources. We aim to provide confidence to the customer that the intended quality is being, or will be, achieved.

Holt Jackson has developed a Quality Management System that conforms to the requirements of ISO 9001:2000. The company will maintain this Quality System to ensure conformance to the requirements of ISO 9001:2000 so that Holt Jackson can provide and maintain a consistently high quality in all work undertaken.

Holt Jackson complies with all statutory and regulatory requirements (refer to Intranet for concise list).

Quality objectives are established and monitored at relevant Management Reviews.

All employees are individually responsible for the quality of their work. The systems are designed to help people to meet customer requirements. These systems show our ability to deliver a quality service, time and time again. They are aimed at preventing and detecting any problems, and provide controls to ensure that these can't recur. By regularly monitoring the effectiveness of these processes, we can continually improve our service to our customers.

It is therefore essential that everyone follow the operational procedures as referred to in the Quality Manual. Ongoing training and education will be given to help people understand how the quality objectives can be achieved.

The Quality Manager has full responsibility and authority to implement and maintain the quality procedures. Any amendments to processes are communicated to the Quality Co-ordinator via the Document Change Control procedure. The Quality Co-ordinator monitors and documents all processes through Q-Maps