

QUALITY MANAGEMENT POLICY

brother
at your side

Brother Industries (U.K.) Limited (BIUK) is a wholly owned subsidiary of Brother Industries Ltd Japan (BIL) based in Nagoya Japan. We are a manufacturing operation that produce a diverse range of products including consumer and industrial electronics, consumables, general product assembly, and plastic injection moulding. Our core business areas include (but are not limited to):

- Manufacture, remanufacture, and refurbishment of consumer and industrial products.
- Remanufacture, refurbishment, reuse and recycling of printing devices and their consumables.
- Packaging of inkjet cartridges.
- Plastic injection moulding and general assembly work.
- Providing innovative services to support our sales organisation.

Our vision is to be the Recycling Technology Centre for the Brother Group

BROTHER INDUSTRIES (U.K.) LTD exemplifies our motto “At your Side” by always prioritising our customers everywhere, every time. We create customer value by utilising our resources to provide superior value products, services and solutions.

Our objective is to delight our customers by exceeding their expectations for Quality, Cost and Delivery of the goods and services we supply to them. This ensures that we build strong, long-lasting relationships with customers, gaining and retaining their loyalty.

We have an established Quality Management System, which meet the requirements of ISO9001:2015, and provides a framework for

1. Leadership and Management

The leadership and management team demonstrates commitment to the Quality Management Policy by setting clear quality objectives and targets. To achieve our business goals, the Leadership and Management team will include our staff and stakeholders by:

- Maintaining a Quality Management System that conforms to ISO9001:2015
- Using the Annual Action Planning process to set clear targets that are compatible with the global Brother Group business objectives.
- A planned and systematic approach to achieve quality goals.
- Promoting a process-based approach and risk-based thinking.
- By increasing staff skill levels, through the processes of recruitment, development and retention, and engagement.

2. Delighting Our Customers

We will delight our customers by:

- Ensuring that customer, statutory and regulatory requirements are determined, understood and met.
- Maximize customer satisfaction by achieving the highest possible quality for both new and recycled products, and services.
- Responding promptly to customer feedback in a positive and professional manner.
- Enhance customer satisfaction by working with key partners and stakeholders to continually improve our products and services.
- Establishing and monitoring our Customer Key Performance Indicators including – Quality, Cost and Delivery.

3. Continual Improvement

We will ensure Continual improvement in our processes and the goods and services we offer by:

- Operating a companywide Quality Management System to comprehensively evaluate and improve our performance.
- By continually reviewing and improving our Key Performance Indicators (KPI's)
- Reporting our quality performance results, to ensure that our processes deliver the intended outputs.
- Reviewing our Quality of Management and Leadership, to ensure that we adapt with speed and spirit when changes

4. Communication

We will:

- Establish and display a Quality Policy which shows our commitment to continual improvement of our QMS.
- Communicate our Quality Policy and objectives in a meaningful way to all employees.
- We shall communicate with relevant interested parties and suppliers in a way that enables them to provide an effective service to us.
- Provide timely feedback to all stakeholders to help improve the quality and recyclability of all Brother product*



Craig McCubbin
Managing Director
BROTHER INDUSTRIES (U.K.) LTD
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