

Quality Management Statement

Pinfold Promotions Limited strives to offer their clients products and services which exceed their expectations, we are committed to continuous improvement and have established a Quality Management System which provides the framework for measuring and improving our performance.

We have an excellent supply chain of industry accredited suppliers, with established track records. Many have ISO 9001 accreditation, and an understanding of Weee (waste electric, electronic equipment) and RoHs (restrictions on hazardous substance directive).

We undertake regular supplier reviews, which include factory visits to key suppliers, and assess samples of work produced on our behalf, along with regular client feedback.

We encourage members of our supply chain to visit our premises so we can further monitor the quality of their products, and all members of staff attend regular trade shows and training.

We aim where possible to use suppliers who are accredited members of the BPMA (British Promotional Merchandise Association) the leading trade body, who rigorously vet all members.

Our customer complaints procedure ensures that all issues are dealt with immediately and resolved within the shortest time frame possible. Our management actively seeks customer feedback, to measure our performance.

The Managing Director has ultimate responsibility for quality, but all employees have a responsibility within their own areas of work to ensure that quality is key within the whole company.

Pinfold Promotions Limited is an accredited member of the



Kerry Adcock

This policy is reviewed and updated annually - November 2023