

# Classic Miniatures Limited

*M e d a l s • B a d g e s • A w a r d s*

8 Heathlands Close, Twickenham, Middlesex. TW1 4BP. England

Telephone 020 8892 3686 Fax 020 8744 1142

**e-mail: [sales@classicminiatures.co.uk](mailto:sales@classicminiatures.co.uk) or visit [www.classicminiatures.co.uk](http://www.classicminiatures.co.uk)**

## **Quality Assurance Policy**

Classic Miniatures Ltd. manufactures and supplies badges, medals, awards and plaques to a broad range of public sector and commercial clients, both in the United Kingdom and overseas. These include sports associations, universities and schools, the armed forces, the civil service, local government, sports clubs and corporate bodies.

In any one year, the majority of our business is repeat business. It is therefore of fundamental importance that the quality of our work and products is constantly maintained, and, wherever possible, improved.

To this end, we ensure that our employees have a good working environment, and adequate training is given for all the work they undertake. The company invests in the latest machinery, constantly searches for new material and techniques, and we maintain comprehensive computer based support systems. We answer telephone, E-Mail, and Website enquiries promptly, and give personal attention to all customers.

We regularly review our suppliers, and assure ourselves that the quality of components is being maintained. Every manufactured or assembled product is physically checked by at least two people before despatch.

All orders requiring production time are logged on to a computer progress system, which is updated and checked every day, to make sure that orders are delivered on time. There is a weekly production meeting, which both production and administration staff must attend, to review the previous week's output and to assess the week ahead.

The Operations Director has overall responsibility for quality control, but all employees are encouraged to accept responsibility for the standards of service or production that is within their direct jurisdiction.

It is absolutely in the interests of every shareholder and employee that the highest quality standards of production and service are maintained.

A copy of this policy statement is available to all employees, and posted on our website.

SPORTS MEDALS - MEDALS MADE TO ORDER - MEDAL BOXES - MEDAL RIBBONS - PRESENTATION CUPS - SPORTS AWARDS - SILVERWARE ENAMELLED BADGES - CONFERENCE BADGES - INDUSTRIAL LABELS - NAMEPLATES - PLAQUES ETCHING - SCREEN PRINTING - ENGRAVING - GLASS DECORATED TO ORDER
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Michael Cross  
Chairman

10<sup>th</sup> July 2008

SPORTS MEDALS - MEDALS MADE TO ORDER - MEDAL BOXES - MEDAL RIBBONS - PRESENTATION CUPS - SPORTS AWARDS - SILVERWARE  
ENAMELLED BADGES - CONFERENCE BADGES - INDUSTRIAL LABELS - NAMEPLATES - PLAQUES  
ETCHING - SCREEN PRINTING - ENGRAVING - GLASS DECORATED TO ORDER