

# Quality Management at Linx

This document is intended to help our staff, customers, distributors, suppliers and auditors understand the structure and intent of our Quality Management System and to confirm our commitment to be compliant to ISO9001 2015.

## Scope

The scope of our Quality Management System applies to all sites and processes maintained by Linx Printing Technologies at St Ives, Cambridgeshire, to include research, new product design, manufacture and delivery of printers and consumables, customer care, marketing, sales and service, and including internal services of IT, Finance, Facilities, Human Resources and Management. The scope includes external and internal issues and all interested parties. The scope also includes all legislation that is relevant to our industry and operation.

## Our Quality Policy

Linx is an innovative, premium quality, global supplier that aspires to be the partner of choice to build the future of coding and marking by collaborating across teams and local partners to deliver leading customer experiences on a global scale. We will achieve this by giving our customers products and services that consistently meet their expectations while demonstrating excellence in provision of our services.

We believe continually improving the effectiveness of our quality systems, with consequent improvement to our business, is vital to our future and we seek to create a culture where each associate takes responsibility for their own work, and is committed to comply with the requirements of our quality system.

Our Quality Management system utilizes the Danaher Business System, using Policy Deployment to set goals, Kaizen to implement change and Daily Management to monitor results. We use the DIVE process to Define Problems, Investigate to drive to root cause, Verify and implement countermeasures and Ensure sustainment.

## Our Associates

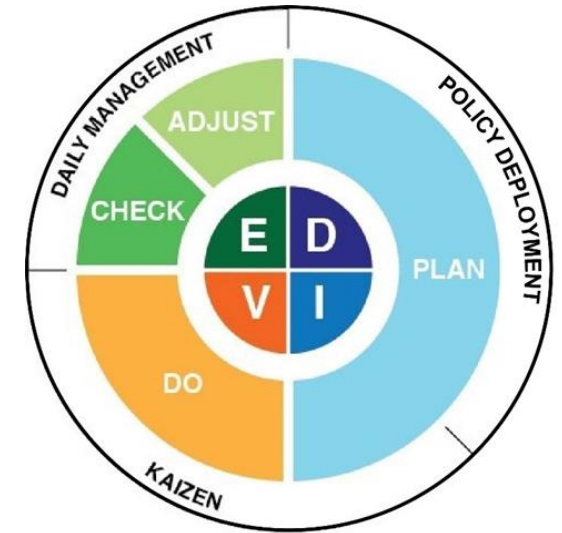
We encourage associates at all levels of the Company to; collaborate together, innovate to deliver breakthrough solutions, care for each other, our customers and the community and achieve through growth and development opportunities.

## Our Quality Objectives

We set quality objectives at our annual Management Review and monitor performance in achieving them through the year. We will set quality objectives relating to customer satisfaction, internal service and delivery performance in all areas of the organisation, in both technical and administrative functions.

## Our Quality Commitment

The Management Team is fully committed to promoting our Quality Management System, and to ensuring that everyone in Linx remains focused on customer requirements and on the achievement of our quality objectives.



*Adam Pierson*

Adam Pierson, Managing Director

