



## **Warren Board and ISO 9000:2000 Policy Statement**

Warren Board maintained quality assured status for 10 years, from December 1993 until December 2003. Throughout this period the organisation met not only the letter but also the spirit of the standard and this was reflected by the positive feedback received from assessing bodies and the notable absence of problems identified by external audit.

However, the management team became increasingly concerned by the bureaucratic nature of the standard and began to question its real value, both to the organisation itself and to its customers and suppliers. We considered the changes proposed within ISO9000:2000 and agreed that they were unlikely to deliver any tangible benefits to the Company or its stakeholders and that whilst achieving the standard posed no significant challenge to our resources, neither would it add any value. For these reasons we decided to allow our registration to expire in December 2003 without seeking ISO9000:2000 accreditation.

Robust process management has always underpinned our strength as an organisation. Effective policies and procedures were in place before we became ISO9002 registered and have remained in place since. We do not believe that our operating efficiency - or the quality of service that we offer our customers - has been affected in any way during the years since our accreditation lapsed. We will continue to:

- Procure products and services from appropriate sources
- Maintain full traceability of our products and those of our customers and suppliers
- Monitor our operating procedures and identify and rectify problems where they occur
- Review our performance and that of our suppliers, in order to achieve continual improvement

Our aim remains to provide a stable and thriving environment in which our staff can deliver the best possible service to customers at all times.

**Warren Board Sales Ltd.  
January 2010**