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Quality Policy

Our reputation for quality is one of our most important assets, and we will take every step to relentlessly guard that.

We are proud to put quality at the heart of everything we do, how we operate and how we want people to see us. Our absolute aim will always be to make products that meet or exceed the high standards required by our customers and we will aim for continual improvement of our people, systems, processes and procedures.

We measure our quality through six key performance indicators, regularly reviewed by our senior management team.

- 1) Our annual customer survey.
 - Every 12 months we ask our customers what they think of us.
- 2) Customer service.
 - Every week we want to deliver every order in full and on time.
- 3) Customer complaints.
 - Every year we set ourselves the target of doing better.
- 4) Micro testing.
 - We aim for a 100% pass rate on all tests.
- 5) Allergen testing.
 - We aim for a 100% pass rate on all tests.
- 6) Factory cleanliness.
 - We aim for a 100% pass rate on all tests.

Chris Ormrod
Managing Director - The Flavourworks Group Ltd
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