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Quality Policy Statement

Sun Mark Limited was established in 1995 to provide quality household goods to emerging markets in affordable prices. We are based in Greenford, United Kingdom and employ 52 people.

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- regular gathering and monitoring of customer feedback
- a strict corrective and preventive action procedure
- a customer complaints procedure
- selection and performance monitoring of suppliers against set criteria
- training and development for our employees
- regular audit of our internal processes
- measurable quality objectives which reflect our business aims
- management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees. We continuously improve our quality system that align with customer requirements along with BRC.

Although the Managing Director has ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the company.

Policy review date: February 2026

Signed

Mohan Khuran, Director

Date: 20.2.2026

