

## BJ Ball Group Quality Management Statement

BJ Ball was established in 1918 to provide the quality distribution of paper to the New Zealand Printing Industry. BJ Ball is now a leading distributor of Paper, Packaging & Large Format products within the New Zealand and Pacific Island regions and comprises BJ Ball Papers, BJ Ball Roll Solutions, BJ Ball Packaging, BJ Ball Export, BJ Ball Digital Media, Aarque Graphics, Kirby International, ICON, and API Foils.

The BJ Ball Quality Management System (QMS) has been developed to comply with regulatory, industry and customer quality requirements for items and services provided by BJ Ball.

Quality is important to the BJ Ball Group business because we value our customers and we recognise our responsibility in having quality management procedures in place.

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 Business Specific 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:

- Business Specific Documented Control Systems
- Performance monitoring of suppliers against set criteria
- Measurable quality objectives which reflect our business aims
- Regular audits of our internal processes
- Training and development for our employees
- Management reviews of audit results, customer feedback and complaints
- A customer complaints procedure
- Regular gathering and monitoring of customer feedback

Throughout the BJ Ball Group, we ensure that our Mission, Values, Quality Procedures and Organisational Culture are implemented and maintained at all levels of the organisation through documented training, regular communication, verbal reinforcement and rewards that run alongside the high standards of quality that we are committed to.



Richard Hislop  
CEO BJ Ball Group

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