



# Quality Policy

Lyreco is committed to providing a service to customers which consistently fulfils and, whenever possible, exceeds their expectations.

This aligns with the company mission statement  
"To delight our customers and be proud of what we do".

Lyreco will only obtain its extensive range of products from the world's leading manufacturers of Office Supplies, most of which are registered to International standards.

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Our guiding principles are aligned with company values of  
Passion, Excellence, Professionalism and Respect.

- Making the customer the focus of everything we do.
- Pursuit of excellence in all our activities.
- To strive to continually improve our services.
- Working across departments as a team; acting professionally and respectfully in order to deliver a first class service.
- Complying with our Quality System to ensure consistency of service and long-term company success.

This policy has been formulated by and is the responsibility of the  
Senior Management Team of the Company.



David Walmsley - Managing Director - WISE