

Quality Policy

John Readings is focused on providing customers with world-class products and services. It is this dedication to quality that has gained us worldwide recognition as a cost-effective publisher and book seller (online and retail outlets).

At John Readings, we are committed to develop and deliver high-quality products, services and solutions that enhance productivity and create a high-quality product to create satisfied and loyal customers throughout Australia and Asia/Pacific.

Quality is the foundation of our company and is fully embedded in our way of working, we deliver on time and meet all customer and other applicable requirements. We continually improve our quality management system and its processes through clearly defined objectives.

John Readings quality management system strives to continually improve:

- Customer satisfaction and loyalty,
- Relationships with suppliers and other stakeholders,
- Employee satisfaction,
- Innovative technologies, products and services to enhance productivity,
- On-time delivery to internal and external customers,
- Quality of output from our processes.

Methods of measurement of these objectives are established and monitored by the top management and adapted to the nature of business and its processes throughout the organisation.

Quality Principles

At John Readings, we adhere to four quality principles:

1. Promote the continual improvement of business processes,
2. Involve engaged employees and symbiotic supplier relationships to fulfil customer expectations,
3. Provide resources and tools needed to drive quality improvements,
4. Measure and improve customer satisfaction and business performance.

These principles are incorporated in the quality systems and business processes of John Readings.

The quality standards, management system and processes involved are detailed in the John Readings Quality Manual.