



# Press Release

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## **SUPPLIER AUDITS ENSURE TOP PRODUCT QUALITY FOR FILTRONA FILTERS**

Implemented in 2002, Filtrona's supplier audit process has proved to be a success with the majority of Filtrona's suppliers now achieving 'certified' status (a score of over 90%) during the audit itself. The audits, that Filtrona put in place to provide its customers with additional quality assurance, take place on a four year cycle and look at not only the supplier's products, but the company itself as well.

Colin Black, Group Procurement Manager for Filtrona explains further: "We are not only looking to audit the products, but also the company as a whole, making sure their corporate strategy complements ours and that they are fulfilling their commitments in every way including social accountability and safety, health and the environment. There are actually 17 distinct disciplines that we audit including: company values; quality control methodology; manufacturing control; training; finance; cost control; customer services; maintenance and procurement control."

The additional quality assurance for Filtrona and its customers is not the only benefit of the audits, as Colin Black advises: "I like to call the audits 'strategic audits' as throughout the process, the team are looking for ideas which can be used in our own business. It is a 360 degree appraisal process."

"The suppliers also benefit," continues Colin, "The audit teams can pick up on vibes in workplaces such as low morale and, using our experience, suggest ways in which the workforce can be encouraged to become involved in the process, this can lead to considerable improvements in productivity."

The audit is part of Filtrona's Total Quality Management programme, and the audit teams from Filtrona are made up of three or four people from across the business with a range of skills. The audit itself usually takes two days and once complete, Filtrona formally writes to the supplier giving them its full analysis and any recommendations.

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**Editor's note:**

Filtrona Filters is the world's leading independent supplier of innovative special filters for the tobacco industry. The company has been developing filters since filtered cigarettes first became popular in the 1950s and is highly focused on staying one step ahead of the market. As legislation becomes more stringent, and the industry demands filters that are able to ensure a precise level of tar and nicotine yield, so Filtrona Filters is ideally placed to provide the optimum solution.

With more than a dozen strategically-located manufacturing facilities around the globe, Filtrona Filters' unparalleled expertise, resources and breadth of vision enables it to deliver high quality, cost effective filter solutions to any customer, anywhere in the world.

To find out more about Filtrona Filters, its services and its highly innovative product line-up, visit the company's website at [www.filtrona.com](http://www.filtrona.com)

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