

Quality Policy

Pentel (Stationery) Ltd is committed to providing high-quality products, solutions and services by having competent people working together to take good care of our customer's needs and expectations

Pentel encourages business success in the following ways:

- We aim to understand and satisfy our customer's requirements in full, on-time and right first time.
- To always do what we have agreed to do, keeping our customers and other interested parties well-informed.
- Demonstrate the highest levels of integrity and professional conduct.
- Continually seek to improve the effectiveness of our Quality Management System.
- Maintain value for money; by working with suppliers, controlling costs and implementing 'best practice' techniques.
- Maintaining our reputation for excellent products, solutions and services.
- Promote and encourage a positive attitude toward "continual improvement" in everyday activities.



Production sites in Japan, USA, France, Taiwan and China operate ISO 9001 accredited Quality Management Systems.



Pentel is the only writing instrument company to be awarded the Deming Prize for excellence in Total Quality Control.

A handwritten signature in black ink, reading "Eiichi Hatsumi".

April 2012

Eiichi Hatsumi
Managing Director