



## Quality Policy

## Commercial Graphics (N.I.) Ltd.

Commercial Graphics (NI) Limited is dedicated to a Quality Policy which will ensure that our printed products and services meet, and exceeds the requirements of our customers at all times.

We will invest in both equipment and people to offer a top quality product which meets our customer's requirements, at an affordable cost.

Our objectives are

To maintain an effective Quality Assurance System complying with ISO 9001

Customer Focus –all systems and procedures will be designed to ensure that customer requirements are fully understood and satisfied. This will achieve and maintain a level of quality which enhances our reputation with customers. Total Quality enables us to offer our customers reliability, flexibility and affordability. We have developed a strong and reliable Quality Assurance system to ensure we consistently meet our customer expectations. From the moment we receive a project it is closely monitored through each stage of production to ensure that it is completed quickly and efficiently without compromising the high standards of quality that we and our customers expect.

To ensure compliance with statutory and safety requirements

To invest in our people by providing training and guidance to continually improve and maintain organizational goals. We will develop our employee skills and increase their contribution through effective leadership, motivation and training

Continual improvement – to ensure we remain at the forefront of our industry we must continue to set and regularly review quality objectives and monitor our achievements.

Supplier relationships – we will liaise with our suppliers to ensure that we obtain defect free products and services every time, and encouraging partnerships at all levels

Achievement of this Policy involves all staff, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all. Ongoing training and practical assistance will ensure that this policy will be implemented, monitored and maintained in a continuous improvement programme. We set and regularly review quality objectives and monitor our achievements.

To achieve and maintain the required level of Quality Assurance the Directors retain responsibility for the Quality System, with routine operation controlled by the Quality Controller

R Gilliland  
Managing Director

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