

Quality Policy

Our Mission

To be the leading independent print and communications company in the UK and beyond. The ImageData Group will continue to strive in investing in fast, secure, cost-effective, technology – driven print solutions, providing our clients in retail, corporate, trade and public sectors with outstanding visual communications.

Quality Statement

The imageData Group is committed to providing a high quality, professional service. Quality is important to our business because we value our customers as well as other stakeholders. 'The quality policy within imageData Group is to ensure that defined or established Company and Customer standards and specifications are complied with and that all products and services meet the requirements of interested parties, whether legal or regulatory'. We are committed to continuous improvement and have established a Continuous Improvement culture to improve the Quality Management System.

Responsibility

This Quality Policy applies to all our operations. The SHEQ and Security Manager is responsible for ensuring that the aims and objectives of the policy are implemented.

Quality Commitment

The imageData Group recognise that the Management Team shows leadership and commitment and has the responsibility for establishing and maintaining the quality management system. The imageData Group is committed to helping our client's success by offering a wide range of media through investment in the latest in print and communication technology executed to the highest possible standard. We undertake to ensure through Lean 6 Sigma principles, best practice, communication, training, demonstration and understanding that quality is the responsibility of all employees.

Quality Objectives

The imageData Group is committed to promoting continuous improvement and the setting of Quality objectives in line with the groups ISO 9001: Standard. These objectives will address the impact, risks and opportunities within the organisation as determined by senior management. The quality system will be monitored, measured, evaluated, and reviewed in accordance with its audit schedule and management review.

Quality Objectives:

- Satisfy the requirements of ISO9001:2015 by using a PLAN, DO, CHECK, ACT method.
- Set measurable and quantitative objective targets. (SMART goals)
- Communicate our quality objectives throughout all levels of the company.
- Perform internal and external audits to ensure compliance within our process requirements.
- To monitor the effectiveness of the quality management system by planned management review.
- Communicate our Quality Policy commitment to suppliers, clients, customers, employees and promote our core philosophy.
- Review the internal and external issues affecting our Quality Management System and the needs and expectations of interested parties.
- Monitor customer satisfaction through defined feedback.

SIGNED :

POSITION:

DATE: