

QUALITY POLICY

The objective of FM Print Ltd is to be much more than 'just' a printer. FMP are passionate about printing and looking after its customers and thrive on our ability to demonstrate and deliver "*all things print*". The company provides a wide range of printed products and services - from corporate brochures to mailing promotional merchandise using a variety of media.

In order to achieve this objective, the company will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001.

In particular, the company will:

- Actively listen to and engage with its customers and continually drive to deliver over and above its customers' expectations
- Continue to recognise its employees as its most valuable asset, ensuring they all have an equal level of advancement within the company and provide them with appropriate training and systems to ensure their skills continue to develop and always meet the company's requirements
- Monitor emerging technologies and invest in new plant and equipment
- Monitor, measure and continuously improve the effectiveness of its business processes and objectives through Management Reviews and the Internal Audit Process
- Proactively seek feedback from customers on how well its products and services meet their requirements
- Analyse the causes of any complaint or problem and take appropriate action to rectify and prevent recurrence
- Select and work closely with suppliers who enable the company to create and deliver a reliable performance
- Provide a work environment that promotes the well-being of its employees, and encourages positive teamwork
- Encourage all employees to identify problems and make suggestions to improve all aspects of the company's products/services and business processes
- Ensure that all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System
- Ensure that FM Print Ltd complies with all necessary regulatory and legal requirements

The continual improvement of the effectiveness of the company's Quality Management System is fundamental to the success of its business and is supported by all employees as an integral part of their daily work.

On behalf of FM Print Ltd

Glenn Felton

Managing Director

Date: 7th September 2016