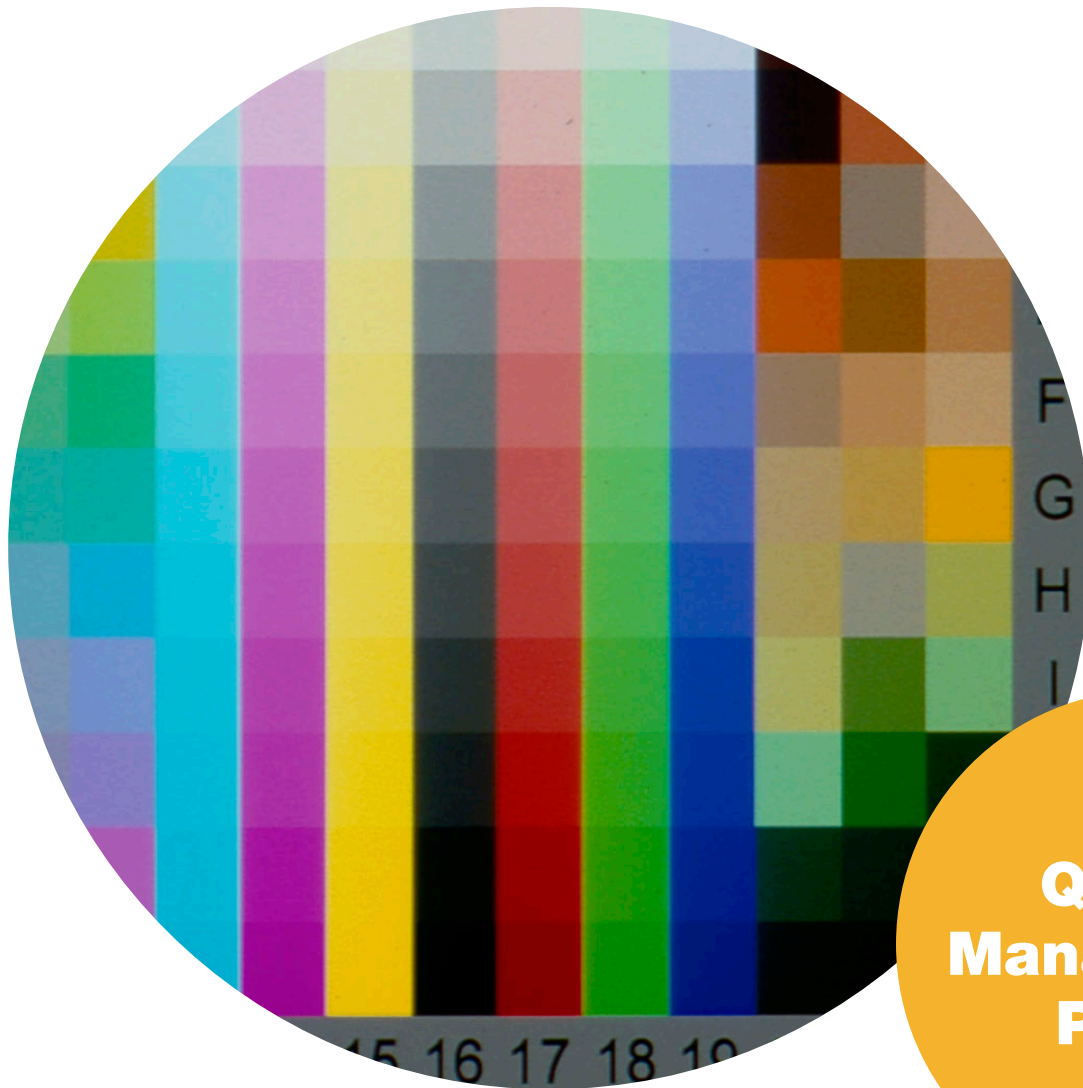


Quality Management at Encompass



**Quality
Management
Policy**

Encompass Print Solutions Ltd has developed a comprehensive Quality Management System that is documented in accordance with the requirements of ISO 9001.

Our Quality Management Policy:

- To ensure client satisfaction is maintained and exceeded through quality of product, service, communication and added value
 - To provide continual investment in training and development for all employees to ensure they have the expertise and knowledge to work proactively with all clients
 - To minimise any nonconformance throughout the business implementing procedures to prevent re-occurrence
 - To ensure our fully audited supplier data base all have ISO9001 in place and work to the relevant standards required
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Quality is part of our philosophy

Encompass regards client satisfaction as a key part of its business philosophy and aims to continuously improve the quality of its systems and processes throughout all areas of its business. By placing emphasis on the involvement of all employees and providing tailored training on a continual basis, Encompass ensures that client expectations are not only maintained but exceeded.

Encompass has developed a structured Quality Management System that measures business performance against pre-agreed service levels and key performance indicators alongside internal efficiency and employee involvement.

Encompass carefully analyses work flows and key objectives, identifying the critical points at which quality can be affected.

Quality procedures have been documented for the following stages of the process:

- Preparing client quotations
- Recording print specifications and processing client orders
- Receipt of artwork and pre flight checking
- Preparing proofs and obtaining client approval
- Quality checking of all products
- Distribution of products
- Stock Management
- Filing and storage information
- Invoicing of products
- Preparing and distributing Management Information

These procedures have been implemented throughout the whole business and are measured and reviewed with the management team on a regular basis. Additionally Encompass work very closely with a selection of fully audited suppliers whose quality procedures and working practices have been assessed to the high standards required by Encompass.

Clients are at the centre of everything we do

All clients at implementation stage are given the opportunity of defining and agreeing any specific requirements which may differ from our standard procedures. These are recorded in written Service Level Agreements which are created for every client.

Any specific client requirements are automatically written into our MIS system, ensuring that these are adhered to at all times.

Contacting us

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