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DCB GROUP QUALITY POLICY

DCB Group (incorporating Print Search, Caspa Marketing, Aspen Manufacturing) is well established in the sourcing, procurement, storage, sale, distribution and manufacturing of print and associated products including design and artwork amends, to suit its customer's requirements. DCB Group offers a total print management service to larger customers with whom service levels are agreed.

The nature of the services provided is such that the company's activities place specific and particular emphasis on experience, expertise, capability, reliability and quality.

Management objectives at DCB Group are to provide these services to a level that conforms in all aspects with contractual and regulatory requirements. This involves objective evidence of quality in respect of both product and service.

In order to achieve these objectives, it is the policy of DCB Group to establish and maintain an effective and efficient quality management system planned and developed in conjunction with all management functions. The system provides a framework for establishing and reviewing quality objectives.

The quality management system of DCB Group is based upon the requirements of BS EN ISO 9001:2015. The system is regularly reviewed by a Quality Team made up of senior managers. The objective of these reviews is to continuously identify, develop and put in place business improvements which will not only increase efficiency but ensure that customer's requirements are met and that customer satisfaction is enhanced. The system is reviewed for continuing suitability. All senior managers are committed to communicating the objectives of the Quality Management System to staff and suppliers and ensuring it meets its objectives.

The Quality, H&S, Environment, GDPR Project Manager and Managing Director, both in charge of Quality, has the authority, responsibility and organisational freedom to establish and maintain the necessary quality programme, to recognise quality problems, to initiate, recommend or provide solutions to these problems and to verify satisfactory implementation of solutions.

David C Beale
CEO

Date: November 2018

Signature:

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