

WHITEHALL PRINTING COMPANY (AVON) LTD

QUALITY POLICY

The objective of Whitehall Printing is to provide high quality digital and lithographic print for all clients within their specified timeframes.

In order to achieve this objective, the company will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

In particular, we will:

- Offer a collaborative approach to overall project management from design through print and despatch.
- Offer online ordering (24 hours per day) – for calendars, stationary templates, campaign templates and more!
- Offer free online design tools, choice of images, fonts and document layouts...with over 100 customisable styles.
- Respond to quotation requests within a working day.
- Offer use of our 'ideas room' for creative inspiration.
- Provide proofs for each order received.
- Provide a free sample service for any stock requested.
- Offer both digital and lithographic printing technologies.
- Have the ability to print in wide format enabling the printing of banners, exhibition boards, posters, self-adhesive labels.
- Have the ability to print in spot colour or 4 colour process.
- Offer a range of carbon balanced papers.
- Offer specialist finishing for example, lamination, embossing, and foil blocking.
- Meet agreed deadlines 100% of the time.
- Offer nationwide delivery on a next day basis.
- Operate under the FSC chain of custody certification, allowing our clients to display the FSC label on their printing.

- Monitor and measure the effectiveness of our business processes and objectives through our Management Reviews and Internal Audit Processes
- Monitor client satisfaction through regular monitoring & review of complaints/compliments and set objectives for continuous improvement. In addition to this, regular review/analysis of Trust Pilot reviews for our Whitehall Printing and Team Calendars websites. Ad hoc client satisfaction surveys to gain specific feedback from our clients regarding websites/products/services and potential improvements.
- Analyse the causes of any complaint or problem and take appropriate action to prevent recurrence.

- Select and work closely with suppliers who enable us to create and deliver a reliable performance.
- Recruit employees who are client focussed and support them with appropriate training and systems to ensure their competence always meets the company's requirements.
- Provide a work environment that promotes the well-being of our employees, and encourages positive teamwork.
- Encourage all employees to identify problems and make suggestions to improve all aspects of our products/services and business processes.
- Ensure that all employees are aware of our Quality Policy and are committed to the effective implementation of our Quality Management System.
- Ensure that the company complies with all necessary regulatory and legal requirements.

The continual improvement of the effectiveness of our Quality Management System is fundamental to the success of our business and must be supported by all employees as an integral part of their daily work.

This policy will be reviewed at least annually and any changes made shall be communicated with all appropriate parties.

Date of initial policy agreement	Agreed by (names):
15/03/2012	Adam and Joe Bendon (Joint Managing Directors)
Date of agreement - if changes are made to the policy	Agreed by (names):
03/02/2016	Adam and Joe Bendon
5/02/2018	Adam and Joe Bendon
09/05/2019	Adam and Joe Bendon
08/02/2020	Adam and Joe Bendon
18/10/2021	Adam and Joe Bendon