

QUALITY POLICY



UK-engage

Our aim is to provide a service that endeavours to surpass the expectations of our customers, and provide a total solution for all Design, Print, Data Handling, Personalisation and Mailing, together with any and all activities undertaken on clients' behalf.

1. It is the policy of UK-engage, its directors and employees, to provide a service that endeavours to surpass the expectations of our customers. As experts in our field, we hold a position of trust when information is given to us and we will use this information to offer advice where appropriate in order to achieve the best solution for the customer.
2. We will assist our customers in providing us with a clear understanding of their expectations of any job or project. UK-engage and its employees understand that as professionals, we must guide and advise our customers to the best of our ability to help them achieve their goal, not least by treating them with respect, avoiding the use of jargon and providing a friendly and honest approach in all our dealings.
3. We will ensure we have the resources to meet customers' expectations as a condition of accepting orders and will maintain systems to monitor progress and provide reports. At every stage of production, all current systems and procedures will be followed, our formal checking procedures will be carried out and any necessary corrective actions taken.
4. Everyone within UK-engage understands the need for quality and that each customer can have specific and sometimes unique requirements. Whilst standard company procedures are followed as a matter of course, new procedures are assessed and established in discussion with the client. It is our principal to adapt to the client's needs wherever possible and to invest in our infrastructure, if necessary, to provide the required service.
5. All areas of new business, products and supply are carefully researched prior to making an offer to market. We value our existing reputation and nothing is allowed to jeopardise this through lack of attention to detail.
6. The suitability of the system and stated objectives will be reviewed and efforts will be made to ensure the effectiveness of the system is continually improved. All internal and external performances are monitored and if necessary these are corrected and acted upon by a change to the established system by the Directors and reinforced by staff training.
7. We will ensure ISO 9001:2000 quality assurance procedures are adhered to.

Signed:

A handwritten signature in black ink, appearing to read 'John Foster', written over a horizontal line.

John Foster
Managing Director

Date: July 2007

Awards

Winner: Best Print & Print Facilities Management Company 2005 & 2008
Winner: Innovation & Creativity in Direct Mail (Postal Voting)



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