

Quality Policy



Your
Company
Policy



Datagraphic is a document automation company, providing digital services, transactional print and security printing to public and private sector organisations around the UK and overseas. Our production and technology centre is based in Rugby, Warwickshire with head office functions in Chesterfield, Derbyshire.

Our policy

Our Quality Management System (QMS) has been written to conform to ISO9001:2015 and provide a framework for setting quality objectives. The quality policy of Datagraphic is to have:

- **Client focus:** to consistently deliver products and services which meet (and even exceed) our clients expectation both now and in the future, and always seek to improve client satisfaction;
- **Leadership:** Datagraphic's senior management team commit to creating and maintaining a working environment in which people become fully involved in achieving our objectives.
- **Employee support:** we recognise people are the essence of good business and all employees have a responsibility within their own areas of work to make sure quality is embedded. We support employees to deliver quality products and services by providing relevant training and development.
- **A process approach:** we understand that a desired result is achieved more efficiently when activities and related resources are managed as a process or series of interconnected processes.
- **Continuous improvement:** we seek client feedback, monitor complaints and review audit results and continually making improvements: documenting information in our QMS. This is one of our main annual objectives.
- **Evidence-based decision making:** we commit to making decisions relating to our QMS following an analysis of relevant data and information. And to implement appropriate actions to identify and address any risks and opportunities associated with internal / external issues.
- **Relationship management:** we carefully select external partners and recognise the links between us are interdependent and a mutually beneficial relationship enhances the ability of both to create value.
- **Compliance and conformity:** we comply and conform to applicable legislative requirements and our social, environmental, charitable and regulatory responsibilities.

Datagraphic has quality objectives which relate to this policy which can be found in our management review meeting minutes.

We regularly review our internal procedures and hold information in a Quality Manual which is available to all employees.

This policy is also published on our website for review by any interested parties, a printed copy can also be requested by calling +44 (0)1788 535383 or emailing enquiries@datagraphic.co.uk

Annually we review this policy, but are prepared to do so more frequently if circumstances require.

This policy was last reviewed on 16th January 2020.

Authorised by:



Name: Robert Hoon

Position: Managing Director

Company: Datagraphic

Why Datagraphic?

We're the UK document automation company helping people achieve more at work by automating their customer, employee and supplier facing communications.

At our secure ISO27001 accredited and GDPR compliant production centre, we create millions of digital and printed documents and deliver them seamlessly across multiple channels.

Learn more

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Registered companies: Datagraphic Group Limited (Reg No: 01215380) and Datagraphic Limited (Reg No: 02913191). Both registered in England at: Ireland Industrial Estate, Adelphi Way, Staveley, Chesterfield, S43 3LS.