

**Datagraphic**

**Quality Policy**

**010**



## Quality Policy

### Document Information

<b>Version:</b>	1.3
<b>Status:</b>	LIVE
<b>Issue date:</b>	02/02/2024
<b>Classification:</b>	Public
<b>Approved by:</b>	Robert Hoon – Group Managing Director
<b>Author:</b>	Heeren Mistry – Quality Manager
<b>Owner:</b>	Sarah Butler – General Manager

This policy is:

- Effective from the Version and Issue date above. It supersedes previous versions, which are withdrawn, and hard copies destroyed.
- Effective for Datagraphic Limited and Datagraphic Group Limited (Herein referred to as “Datagraphic”).
- Uncontrolled when printed. The 'master' document is held securely within our IT system. All documents, policies and procedures are controlled following the procedure for controls and documents and records.
- Subject to change by Datagraphic in line with changes in statutory law, case law and best practice.



# Introduction

Datagraphic is a document automation company that provides physical print and digital communication services and security printing to public and private sector organisations. Our production and technology centre is in Rugby, Warwickshire and the head office functions in Chesterfield, Derbyshire.

## Policy

Our Quality Management System (QMS) has been written to conform to ISO 9001:2015 and provide a framework for setting quality objectives.

The quality policy of Datagraphic is to have:

- **Client focus:** to consistently deliver products and services, now and in the future, that meet (or exceed) client expectations and always seek to improve client satisfaction
- **Leadership:** the senior management team committing to creating and maintaining a working environment in which people are fully involved in achieving our objectives
- **Employee support:** recognising people are the essence of good business and all employees have a responsibility to ensure quality is embedded within their work areas. We support employees to deliver quality products and services by providing relevant training and development
- **A process approach:** achieving the desired result more efficiently when activities and related resources are managed as a process or series of interconnected processes
- **Continuous improvement:** seeking client feedback, monitoring complaints, reviewing audit results, and continually making improvements: documenting information in our QMS. This is one of our main annual objectives
- **Evidence-based decision-making:** we make decisions relating to our QMS by analysing relevant data and information. And implement appropriate actions to identify and address risks and opportunities associated with internal/external issues
- **Relationship management:** We choose external partners carefully and recognise our interdependence, which creates mutually beneficial relationships that boost value creation.
- **Compliance and conformity:** we comply and conform to applicable legislative requirements and our social, environmental, charitable and regulatory responsibilities.



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

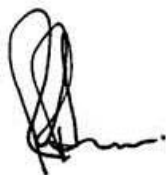
We regularly review internal procedures and hold information in a Quality Manual which is available to all employees.

This policy is also published on our website for review by any interested parties. A printed copy can also be requested.

## Policy Review

This policy is reviewed annually to ensure it remains current and effective. It is updated as needed to reflect organisational, legal or best practice changes. This policy was last reviewed on 2 February 2024.

Signed:

A handwritten signature in black ink, appearing to be 'R. Hoon', written over a faint horizontal line.

**Robert Hoon**  
**Managing Director**  
**Date:** 02/02/2024



# Document History

Date	Version	Author	Description of change
03/02/2022	1.1	H Mistry	A new policy version has been released and rewritten after the COVID-19 pandemic.
03/02/2023	1.2	H Mistry	Review of content and reapproved by R Hoon.
02/02/2024	1.3	H Mistry	S Beech moved to a new design template. H Mistry author and R Hoon reviewed and reapproved the content.



# Questions

If you have questions about the contents of this policy, please contact:

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# Datagraphic

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.

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