



13ten

QUALITY POLICY

v2.02

Quality policy

The company is dedicated to this quality policy which will ensure that its products and services fully meet the requirements of its customers at all times. The goal of the company is to achieve a high level of customer satisfaction at all times. Commitment to the implementation of supporting managerial and business operational systems is essential to realising that goal.

We provide market leading IT solutions to the provision of processing client's letters and packages. Our Client Services department is second to none, with client specific account managers developing personal working relationships with all of our clients.

The Citipost Mail, TPC & 13ten group believe in the concept of client and supplier working together in pursuing this policy and in continually striving for improvements in service quality.

The quality policy is based on 3 fundamental principles:

1. Ensuring that we fully identify and conform to the needs of our customers.
2. Looking at our service provision processes, identifying the potential for errors and taking the necessary action to eliminate them.
3. Everyone understanding how to do their job and doing it right first time.

To ensure that the policy is successfully implemented, staff will be responsible for identifying customer requirements, and ensuring that the correct procedures are followed to meet those requirements.

Objectives needed to ensure that the requirements of this policy are met and that continual improvement is maintained in line with the spirit of the policy can be found in our annual quality improvement plan. Copies of the plan are exhibited on our Q&E notice boards.

The plan is monitored at quarterly Management Reviews.

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The quality policy principles and objectives will be communicated and available to staff at all times. Training will be an integral part of the strategy to achieve the objectives.

Our Company will constantly review and improve on our services to ensure tasks are completed in the most cost effective and timely manner for the benefit of all our customers.

We shall ensure that all our personnel understand and fully implement our Company's policies and objectives and are able to perform their duties effectively through an ongoing training and development programme.

The Policy will be reviewed annually during a management review.

This policy is mandatory. It is implemented through a documented management system designed to comply with the requirements of ISO 9001.

POLICY APPROVAL

Managing Director
Rob Bradford

Commercial Director
Yvette Galligan

Operations Director
Colin Wright

Signed

Signed

Signed



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