



Quality Policy

Team Impression believes in developing long term relationships by constantly meeting, and where possible, exceeding the expectations of its customers.

To achieve this, we must provide the highest quality of printed product and service in accordance with the total requirements of our customers.

Our aims are to

- Maintain an effective system of controls to ensure that its operations fully meet the requirements of ISO 9001:2008
- These controls are documented in the Operations Manual and are the responsibility of the Systems Manager
- All staff members have access to all the relevant customer specifications to ensure fulfillment of customer order requirements.
- Amendments to the Operations Manual may only be authorised and issued by the Systems Manager
- Team Impression has defined quality objectives and it is the policy of Team Impression that these objectives are consistently met.

The performance of the Quality System is subject to a formal documented three monthly review that will establish and review quantitative performance targets.

Team Impression is committed to continually improving the performance of the Operations system.

It is the responsibility of all employees to ensure that they fully understand and support Team Impression's policy for and commitment to Quality.

A handwritten signature in dark ink, appearing to read 'Peter Crowson', written over a light blue grid background.

Peter Crowson – Managing Director