

# YRG Group

## Quality Policy

YRG Group is committed to a quality policy that will guarantee the products and services we provide our clients will meet all requirements, at all times, including legal and regulatory.

It is the company's intention to remain a market leader for both quality and service in the pre-press and reprographics industry. We will achieve this by continually evaluating and improving our quality systems. A process of regular quality review meetings will be held at all management levels and we continue to challenge all staff to look for ways to improve our products and services.

In pursuit of this policy we work with customers and suppliers to continually strive for improvements in quality. Customer satisfaction and supplier performance are both monitored pro-actively.

YRG has created specific departmental objectives and targets that are measured regularly over set periods of time. The management work closely with staff to ensure these parameters are relevant and achievable, while keeping them challenging.

All of YRG's staff are fully committed to providing a "right first time" service and are fully engaged in the quality process and driven to provide the finest end product and go beyond our customers' expectations.

It is the responsibility of each site Director to ensure the quality system is maintained and all the directors are responsible for its implementation.

Mark Gratton

Managing Director