

PEPPER COMMUNICATIONS LTD

QUALITY POLICY STATEMENT



Our Aim:

At Pepper we take time to understand and care about our customers' needs and create solutions that enable clients to achieve the best return on investment. We value our customers loyalty very highly and we want their experience to be of a high standard of service each and every time they contact us.

Through our knowledgeable and experienced staff, we aim to comply with all applicable requirements and surpass expected service levels. This charter provides our policy for quality in customer services. It sets clear guidelines to enable everyone to ensure that we are meeting our own high standards.

Our Commitment:

At Pepper Communications Limited we are committed to:

- Being honest, ethical and professional at all times
- Being helpful and courteous
- Using our experience to offer advice on solving your problems
- Providing a value for money service
- Producing a high-quality product
- Complying with the requirements of the ISO 9001, ISO14001 and ISO 12647-2 and FSC schemes.
- To develop these commitments, we shall maintain measurable objectives for improvement, defined and monitored through our regular framework of management planning and review meetings.

Our Customer Service standard:

- To deliver on time every time
- To deliver the requested quantity (no shortages)
- To always keep open the lines of communication
- Complete all estimates within 24 hours
- Answer the phone within 4 rings
- Return all calls within 20 minutes
- Check proofs before despatch
- To have all the Customer Service teams working to a common method

Our Production Quality Standard:

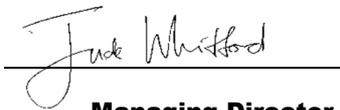
- All work on triple coated silk and gloss to be produced at 175 screen or above if artwork is suitable
- High resolution digital colour proofs matched to our presses
- Colour management system assured with tightly defined tolerances working to an ISO standard

Our Service:

We strive to ensure complete customer satisfaction and to continually improve the effectiveness of our operations. We welcome any comments to help us achieve this and we ask our customers to please contact us if there are any aspects of our service that are believed not to have been done well.

I have prepared this statement as my commitment to running a Quality Assured Company, and I will expect that all persons carrying out work on behalf of Pepper Communications Limited to share these aims. This statement shall be subject to annual review to ensure its ongoing suitability and will be made available to external interested parties, upon request.

Signed By:



Date: 01st February 2018

Position/Title:

Managing Director
