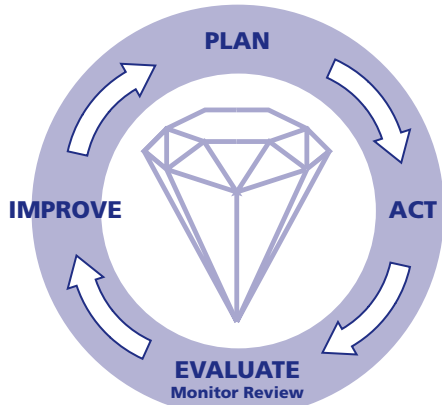


Quality Assurance System



Quality Cycle

The Ashford Press Quality Assurance System has been designed to encompass the complete service from the company.

Chapters:

Company Communications – Corporate Style / Company Guidelines / Quality Of Information

Receipt of Information & Instructions - Telephone, fax, post, email or website / Processing Guidelines / Acknowledgement

Purchasing Materials, Raw Materials, Tools and Machinery – Sources / Conditions Of Purchase / Quality Of Product

Production – Artwork & Data Approval / Materials, Print and Finishing Approval / Processing Guidelines & Quality Check Points

Stock Receipt – Quality Check / Goods-In Procedures

Stock Storage – Storage Conditions / Obsolete Stock

Stock Management – Stock Level & Usage Monitoring & Reporting / Replenishment Advice

Stock Destruction – Methods Of Stock Destruction / Written Confirmation

Stock Despatch – Despatch Procedures / Despatch Security / Despatch Conditions

Transport – Fleet Vehicle Delivery Guidelines / Contracted Courier Delivery Guidelines / Royal Mail Or

Postal Courier Delivery Guidelines / Tracking & Reporting & Monitoring

Damaged Items – Damage Explanation / Reporting / Replenishment

Internal Audits – Spot Checks / Monthly Meetings / System Evaluation & Evolution

Site Security – Site Security Features / Security Procedures

Our Quality Assurance System will never be complete.

With 20 years experience, methods of improving our service are still discovered regularly. Plus, technology adds new dimensions, making tasks more efficient and products better.

At regular monthly quality meetings, reports on non-conformance and reports of quality issues raised, allow for continual upgrading and evolution of our quality procedures.