



STATEMENT OF POLICY REGARDING QUALITY ASSURANCE

It is the business objective of Diss Promotional Services Ltd to achieve maximum possible client satisfaction in order to assure the prosperity of the company, its workforce and its shareholders.

As an organisation we are totally committed to the concept of providing innovative, targeted marketing solutions and safe and legal products that consistently meet the expectations of our clients and their consumers.

To assist us in achieving these objectives we will operate a Quality Management System that meets the requirements of EN ISO 9001:2008 and provide the necessary resources, equipment and trained personnel to ensure its effective operation.

The Quality Management System and its operations are described in our Quality Assurance Manual that is augmented by the issue of approved Operating Procedures and Works Instructions.

The nature of quality assurance makes it almost impossible for any Quality Management System to be fully comprehensive. We have therefore published our Quality Assurance Manual and the associated Operating Procedures in the knowledge that the quality of the products and services we provide to our clients and their consumers is dependent upon the active commitment of each and every one of our employees.

In seeking total customer satisfaction we will not restrict ourselves to providing only those requirements considered necessary for the successful operation of the Quality Management System, but will continually strive for improvement in every aspect of our business activities.

**Fiona Strong
Managing Director**

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