

Quality Policy

BCQ Group Ltd is dedicated to a quality policy, which will ensure that our printed products and services always meet the requirements of our customers.

We believe in the concept of the customer and the supplier working together in pursuing this policy and continually striving for improvements in quality. All the company's employees must have positive commitment to quality and respond quickly and effectively to achieve the performance standards required of them to get it right first time.

The quality policy is based on four fundamental principles:

1. The definition of 'Quality' is conforming to requirements having specified very carefully needs of our customers and giving due account of our own processes and to that of our suppliers.
2. The system of Quality Management concentrates on prevention, looking at our processes, identifying the opportunities for error and taking action to eliminate them.
3. The standard of Quality to eliminate problems before they occur by getting it right first time.
4. The measurement of Quality is the cost of non-conformity and the eventual cost of getting it right.

Total Quality is to be a permanent feature in BCQ Group Ltd.'s life. On-going training and practical assistance will ensure that the quality policy will be implemented, monitored, and maintained in a continuous improvement programme.

We set and regularly review quality objectives and monitor our achievement.

Total Quality enables us to offer our customers reliability, flexibility, honesty, approachability, creativity, and the ability to produce an appropriate quality product at the right price, at the right time.



Chris Knowles
Managing Director