



UPS Systems PLC

Unit 71,
Shrivenham Hundred Business Park
Majors Road
Watchfield
SN6 8TY

QUALITY POLICY STATEMENT

UPS Systems PLC Quality Policy is to deliver only the highest standard in print and display solutions based on a culture of 'right first time, on time'. This will enable the company to secure continued profitable growth.

This will be achieved as a result of continued investment in state-of-the-art digital technology, employee training and personal development in order to deliver value for money and the finest contemporary print and display solutions.

UPS Systems PLC has adopted a Quality Management System (QMS) that addresses ISO 9001. All employees are individually responsible for quality approval of their work before allowing work to move to the next department in the manufacturing chain. UPS Systems PLC team structure promotes excellent communication and competitiveness as key drivers to perpetuate continuous learning and efficiency as part of our quality improvement strategy. Our Quality Cycle provides a mechanism to identify key non-conformance trends as a basis for corrective action and ensures that continuous quality improvements are made throughout all stages of the manufacturing processes. UPS Systems PLC Board and senior line management play an active role in providing employee training to help them achieve continuous improvement in quality and service standards of the company.

A handwritten signature in black ink, appearing to be 'Paul Anderson', written over a light grey background.

Paul Anderson
Managing Director

The objectives of UPS Systems Group board and management are to:

Maintain and develop an effective Quality Management System in compliance with ISO 9001.
Deliver to our customers only the highest quality product and service at all times.

Monitor customer satisfaction relating to all products and services provided by UPS Systems PLC and take corrective action where required to meet the needs of our customers.

Measure quality improvement performance against pre-set Key performance Indicators (KPIs) resulting from our Quality Cycle.

To achieve these objectives, it is incumbent on all personnel to be fully committed to the implementation of UPS Systems PLC Quality Management System. Improvement beyond the minimum documented standard is monitored and recognised at all levels of our QMS.

Dated January 2023