



Quality Policy Statement of Reflex Studio Ltd t/a Reflex Printed Plastics

2nd January 2020

Reflex Printed Plastics sets out to provide its clients with printed products that meet their exact requirements in terms of both finish quality and timeliness such that they will continue to regard Reflex as the logical choice of supplier for their specialist printing needs.

A professional and consistent approach is employed in response to each client's printing requirements by ensuring that these are fully understood prior to contractual commitment.

The company's employees are both qualified and competent to carry out the functions required of them and continually reflect the company's customer service ethic in all aspects of their work.

This policy is facilitated by virtue of operating a management system that meets the requirements of the international quality standard ISO 9001:2015.

The aims and objectives of the company's management system are communicated to all of its employees who each assume ownership and responsibility for their own roles within the management system and the company as a whole.

Client feedback is actively solicited, and if necessary acted upon, so as to ensure continuing and complete satisfaction with the company's print products.

The management system, and this policy, is subject to periodic review to ensure that the company is able to continue delivering high quality products, as well as enabling the identification of opportunities for further improvements to the business wherever these may arise.

Antony Jones
Managing Director