



Dischromatics Ltd Quality Policy

Dischromatics was formed in 1989 to fill a niche in the marketplace for printed 5.25" floppy disks. Over time, Dischromatics has progressed with technology and was at one time a computer installation company based firstly in Risca then in its present headquarters in Abercarn. Since 2002, Dischromatics has returned to its roots and continues to duplicate media and arrange for replicated discs to be supplied thanks to associations with suppliers like Sony DADC which have been in place for the past few years.

In 2005, the company decided that the introduction of an integrated Business Management System would benefit the company and demonstrate its commitment to improvement, the environment and customer satisfaction. The company was first audited and certified by SGS in September 2005. In 2009 Dischromatics invested in a Digital Print Press to offer an expanded range of services to clients, complimented the following year with the introduction of a design department with plans to substantially expand this yet further over coming years.

Customer Satisfaction dictates how successful Dischromatics Ltd is as a business. Therefore the products and service we supply must be of sufficient quality to meet customer requirements and be delivered within the agreed time frame thus securing the loyalty of our customer base.

To assist Dischromatics in meeting customer requirements, an integrated Business Management System based on the ISO9001:2008 and ISO14001:2004 standards has been designed and implemented to provide a structure for continual improvements in quality in every aspect of our business and to ensure compliance with statutory regulations.

Business objectives are set to improve the effectiveness of the Business Management System including those required to meet service delivery. These objectives are measurable and reviewed at periodic Business Review Meetings.

It is equally Dischromatics' aim to supply high-quality products that meet or exceed customer expectations and to fulfil those expectations through the personal attention of trained, courteous and competent employees. Therefore the company is also committed to the personal development of its staff members.

This policy is communicated to all staff via staff briefings and within the company intranet system and its continuing suitability is reviewed at business review meetings.