



Dischromatics Ltd Quality Policy

Dischromatics was formed in 1989 to fill a niche in the marketplace for printed 5.25" floppy disks. Since that time, Dischromatics has progressed with technology and was at one time a computer installation company. Since 2002, Dischromatics has returned to its roots and continues to duplicate media and arrange for replicated discs to be supplied thanks to an association with Sony DADC which has been in place for several years, and in 2008 a Digital Print & Finishing Department was introduced on-site.

Customer Satisfaction dictates how successful Dischromatics Ltd is as a business. Therefore the products 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, a Business Management System based on ISO9001:2008 has been instigated to improve quality in every aspect of the 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 customer expectations and to fulfil those expectations through the personal attention of trained, courteous and competent employees.

This policy is communicated to, and understood by all staff via staff briefings and its continuing suitability is reviewed at the annual business review meeting.

Signed:

A handwritten signature in black ink, appearing to read 'G. Spencer', with a long horizontal stroke extending to the right.

**Gareth Spencer
Managing Director**

Date:

05/11/2009