

# Specialized Print

## Our Commitment to Quality

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Quality is an important part of what we do. From estimating to printing and delivery, we go out of our way to ensure a high standard of quality is attained and our processes are constantly assessed to maintain this quality throughout the supply chain. Detailed below is our Quality Management Reporting Procedure outlining this assessment process.

The following system is observed for all work, from the receipt of the invoice for delivered goods.

1. Enquires received by telephone, fax, email or via a salesperson are converted into quotations and communicated within an appropriate period (usually less than 24 hours)
2. On receipt of order, all details are checked against the quotation and, if it conforms, passed to production, If there are differences, new prices are prepared and communicated in writing to the client for them to agree.
3. When the order is received in production, the job information is loaded onto the company's computerised database and management system, where the client's trading history and credit-worthiness is displayed and checked.
4. Having established credit terms, paper is ordered, time is allocated for the appropriate machinery and any outwork operations are booked
5. When artwork or films are received they are checked against the job specification and progressed. Where artwork is provided a colour proofs with colour strips is produced and submitted on approval
6. On receipt of the returned colour proof, amendments are checked, listed and carried out and a re-proof prepared, if required. Final proofs are stamped with approval for press and passed with filmwork and imposition to platemaking.
7. An ozalid/improof is prepared, folded and finished to represent the final product in order to check errors. This is signed off by the platemaking department and forwarded with the plates to the pressroom. Where appropriate , this is submitted to the customer for their approval.
8. Machine plates are made with control strips, cross checked and identified with work order details and signed off by a platemaker.
9. Final details presented to the pressroom in the form of a works instruction bag are checked by the department manager prior to printing and the presence of all quality control items made available to the press minder.
10. The job is passed on machine by the printer in charge of that press. There may be a requirement for the customer, a manager or director to endorse the pass. All jobs carry colour bars for checking as appropriate.. The list of criteria for passing a sheet by the printer is contained on a dedicated self-adhesive sticker and completed accordingly.
11. A printed work is identified by pallet tabs, which clearly show the relevant information for progressing into finishing or outwork operations. For web sections, this is accompanied by a scales printout carrying quantity details.
12. The finishing department or outworker receives the job and made-up dummy or ozalid plus the works instruction bag from the pressroom. All details and printed quantities are checked by the department manager.
13. The guillotine, folder or stitchline operator passes the work being carried out with reference to the job details and, where appropriate, obtains endorsement by the department manager.
14. File copies are forwarded to the production office from the finishing department or outworker, checked, and sent to the customer. A few copies are retained for reference.
15. After final instructions are checked, the job is delivered with appropriate delivery notes.
16. The works instructions bag is returned to the production office for invoicing. Invoices are prepared based on quotation plus any variations and agreed with the customer
17. Job cost information is assembled from departmental is cost centres plus outwork and material invoices are scrutinised and compared with the quotation.
18. Overall performances of cost centres and departments are analysed monthly and broken down in order to develop the company's planning and results.

**Specialized Print Limited is happy to give assurances to clients that these quality control measures are in place for every job we do. Should clients wish to negotiate a Service Level Agreement or guarantee that quality standards will be met, this can easily be arranged**



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