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print marketing

# Commitment to Quality

Empine Group is absolutely committed to a quality policy that ensures customers receive the best product possible along with our renowned service levels.

To achieve this, we operate on a quality policy that promotes a strong collaboration between our customers and Empine focusing on several principals to ensure consistently high-quality print.



## The Principles we are committed to include

- ✓ Customer service that practically becomes '**Friendship**'.
- ✓ **Brand Management as standard** to a level suitable for the individual customer.
- ✓ **Thorough quality control** and checks that occur on every single order without the need of client involvement.
- ✓ On the rare occurrence of a fault reaching a client, we operate a **swift hassle-free resolution** along with investigation and report on any fault to ensure it does not reoccur where possible.
- ✓ Supply chain management to ensure client's products are always cost effective and benefitting from **leading industry technology**.
- ✓ Solutions to reduce non recycled wastage **as much as possible**.
- ✓ All employees are trained on company policies and procedures.
- ✓ Policies are regularly reviewed and amended to make them **fit for purpose**.