

# Quality Policy

APS Group is a Queen's Award-winning marketing services company. Bringing together thinkers, content creators and production experts, APS Group makes more possible – empowering brands to talk to their customers in the most relevant and rewarding way.

The following is the formal Quality Policy of APS Group and is endorsed by top management. It is reviewed regularly to ensure that it remains appropriate for our products and services. APS Group has developed its Integrated Management System to comply with the requirements and guiding principles of ISO 9001:2015. We seek to continually improve the effectiveness of the system through a managed auditing programme and continuous analysis of data.

A framework has been established by top management that formally sets out and reviews measurable objectives. The top management team will provide the necessary resources required to achieve these objectives. Targets and KPI information is monitored and reported monthly and discussed on a six-monthly basis as part of management review with top management and key stakeholders.

APS Group is committed to continually improving the quality of its products and services. We are committed to meeting customer requirements and strive to satisfy or exceed customers' expectations using sustainable and responsible practices. APS Group believes that its most valued asset is its staff. Top management ensures that roles and responsibilities are established and supports the on-going training and development of all employees.

Top management of APS Group are fully committed to the documented Management System. All persons working for or on behalf of APS Group are required to be aware of our Quality management system policy and to understand how these requirements and commitments can impact on their own responsibilities. This document is communicated out to all relevant parties and will be reviewed on at least an annual basis.

Signed and Authorised



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Nick Snelson

Group Managing Director

APS Group

Dated: 28 / 01 / 2019