



## **Quality Policy for DST Output Ltd**

DST Output Ltd is fully committed to quality. Our overriding objective is to put the client first in every aspect of our organisation. By constantly reviewing and updating our processes, we endeavour to offer products and services that meet the highest standards of quality and reliability and satisfy a client's requirements and expectations.

DST Output Ltd. has a formal Quality Management System which is ISO 9001:2008 accredited.

### ***Quality Policy Statement***

DST Output Ltd business activity involves transformation of data into essential customer communications incorporating variable colour graphic elements according to client requirements.

At DST International Output, we believe that the drive for total quality throughout the business is vital to future growth, development and the success of the company.

Our complete business focus on quality is based on the belief that we can only provide continuous satisfaction of our clients' needs through effective operational systems implemented in a consistent manner that reflects those needs.

To realise this, it is the policy of the Executive Management Team to ensure continuous improvement in all aspects of the organisation. This is accomplished by setting realistic and measurable quality objectives, by providing the appropriate resources necessary for the achievement of quality and by equipping employees with the skills necessary to achieve these objectives. We are committed to monitoring the effectiveness of our systems by reviewing the customer experience - through customer and market feedback with customer satisfaction reviews - to inform the development of future products and services. This is supported by both external and internal auditing of our processes and through regular management team reviews.

DST Output Ltd is committed to maintaining a Quality Management System that not only meets the needs of its customers, and fully complies with the ISO 9001:2008 Quality Management Systems international standard, but also adds measurable value to the company and its stakeholders. The company also aims to ensure compliance with all industry related standards, legislation and internationally recognised standards of approval.

The DST Output Ltd Quality Policy applies to all Employees and is made available to all stakeholders through its publication on the DST Output Ltd website.