

Quality Policy

At BCQ Solutions, our commitment to quality covers all aspects of our operations – it integrates our creative design capabilities, printing, warehousing, data processing and fulfilment and mailing services. As a company certified to ISO 9001, we align our quality management system with the standard, ensuring international compliance and striving for excellence.

Our quality policy is founded on the following fundamental principles:

Customer-Centric Approach and Customised Solutions

We believe in forging a collaborative relationship with our customers, actively working together to understand and meet their unique needs. Our approach is not just about meeting requirements; it's about tailoring our services to provide creative, flexible, and bespoke solutions that truly resonate with, and delight our clients.

Sustainability and Innovation in Service Delivery

We embrace sustainable practices and innovative technologies. This commitment extends from using the latest creative technology to environmentally responsible printing techniques to advanced modern plant and equipment and efficient systems in warehousing and fulfilment, ensuring we stay at the forefront of our industry.

Empowering Employees through Continuous Learning

Our employees are the backbone of our quality commitment. We invest in their growth through continuous training and development, equipping them with the skills and knowledge to uphold our high standards of quality.

Measuring Success and Embracing Feedback

Quality at BCQ Solutions is not just a goal but a measurable outcome. We utilise key performance indicators and metrics to track and enhance our quality performance continually. Customer feedback is a critical component of our improvement process, guiding us to exceed expectations consistently.

Risk Management and Quality Assurance in Every Step

We proactively identify and mitigate risks, ensuring the highest level of quality assurance in every step of our service delivery.

Clear and Accessible Communication

We communicate in clear, straightforward language. We ensure that our policies and procedures are easily accessible and understandable to all stakeholders, including our valued employees, suppliers, and valued customers.

Extended Quality Standards to Suppliers and Partners

We extend our commitment to quality to our suppliers and partners. By maintaining a consistent quality chain, from raw materials to the final product, we ensure that every aspect of our service is of the highest standard.

Regular Updates for Certification and Compliance

We regularly review and update our Quality Policy, reflecting changes in our business, ISO standards and other compliance requirements. This ensures that our practices are always aligned with the latest industry standards and best practices.

Total Quality is not just a feature but the very essence of BCQ Solutions. Through ongoing training, practical assistance, and a continuous improvement program, we ensure that our commitment to quality is not just implemented but lived and breathed at every level of our organisation. We set and regularly review our quality objectives, ensuring our path is always towards excellence.

Total Quality empowers us to offer our customers not just products and services, but a promise of reliability, honesty, creativity, and a commitment to producing the right quality product at the right price, delivered at the right time.

A handwritten signature in black ink, appearing to read 'Mark Wiseman', with a long horizontal flourish extending to the right.

Mark Wiseman
Managing Director
April 2024