



## Quality Policy

Impresstik aspires to be Australia's preferred label and labelling solution provider

To this end we will deliver quality products and services in a timely manner, within agreed specifications and that meet or exceed our customers expectations.

We monitor customer satisfaction and we shall take effective and positive pro-active and reactive actions to continually improve the satisfaction our customers experience with our products and services.

Customer satisfaction is achieved by establishing, recording and fulfilling customers quality requirements throughout all phases of the contract we have with our customers.

Our Quality Management System is certified to AS/NZS ISO 9001:2008. Our Management team and all our staff are committed to the continual improvement and the effectiveness of our Quality System which documents the key facets of Impresstik operations via written Procedures, Work Instructions and other relevant documents.

Impresstik fosters a climate whereby staff are encouraged to actively pursue a continual improvement approach and one that also assures conformity and compliance in all areas of products, services and processes.

Werner Mokesch  
Managing Director

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