



RP GRAPHICS GROUP
Print & Integrated Services

Quality Management Policy Statement

RP Graphics Group Limited is dedicated to building strategic customer partnerships, combining the latest in digital technologies with the best people to deliver innovative print solutions in a fully integrated production environment. To support this objective, our team will use the tools and resources needed to:

- Excel in customer service; exceeding client expectations for quality, service and delivery.
- Build a continuous improvement culture with a zero tolerance approach to manufacturing defects.
- Use our quality management system to review, analyze, and manage manufacturing standards.
- Provide a stimulating work environment conducive to employee participation and development.
- Be responsible to all stakeholders while maximizing shareholder equity.
- Comply with all environmental, privacy and legislative standards.

Marc Fortier, President



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Quality Management Policy

The Quality Assurance Policy has been created to educate our employees on the organization's quality assurance program and to provide an overview of the program's objectives and requirements.

SCOPE

This policy applies to all Employees and sub-contractors of RP Graphics, at all times and without exception.

GENERAL GUIDELINES

RP Graphics utilizes quality assurance procedures and programs as a means of ensuring that all work performed and procedures carried out are in full compliance to all applicable and established legislation, regulations, standards, specifications, codes and other relevant requirements.

RP Graphics is fully committed to serving the needs of its clients and providing the highest standard of care achievable through the use of Quality Assurance standards.

Quality Assurance will be ensured through the use of such mechanisms, including, but not limited to:

- Inspection and Surveillance
- Quantitative Measurements and Statistical Reporting
- Corrective Action and Product Error (PE) Reporting.
- Proper Documentation

INSPECTION AND SURVEILLANCE

Regular on site inspections and surveillance will be conducted to ensure work performed and procedures carried out are in full compliance.

The President will ensure inspections and surveillance conducted are performed by a competent person who is fully knowledgeable of applicable policies, procedures, requirements and legislation. This individual will gather data utilizing monitoring and auditing tools that will provide detailed and accurate reports on compliance

QUANTITATIVE MEASUREMENTS AND STATISTICAL REPORTING

RP Graphics will utilize monitoring and auditing tools that have proven abilities to capture unbiased and accurate quantitative data. Data collected will be used to provide statistical reporting on compliance, and to ensure measurable and valid data are presented for review and analysis.

CORRECTIVE ACTION AND PRODUCT ERROR (PE) REPORTING

Materials identified as non-compliant will be promptly investigated, evaluated and corrected by RP Graphics Group through the Product Error (PE) Reporting Infrastructure.

In response to identified areas of deficiency or non-conformity, RP Graphics will task the PE/QMS Team Leader with the creation of corrective measures to bring identified work and/or processes into compliance. Further reviews of non-compliant areas will be scheduled following the implementation of any corrective actions taken to ensure conformity has been achieved through the quality assurance initiative.

PROPER DOCUMENTATION

Proper documentation will be created, maintained and updated as required to provide records for all quality control procedures and projects carried out within RP Graphics.

Job descriptions, policies, guidelines, inspection, monitoring and auditing plans will all be created, maintained and updated as per the Quality Assurance standards of RP Graphics.

ACCOUNTABILITY

All Employees and sub-contractors are required to perform their assigned tasks as per the established Quality Assurance standards of RP Graphics. Employees who believe any processes or work performed to be non-compliant should report their concerns to their immediate supervisor immediately. Supervisors will be accountable for documenting and reporting concerns to the appropriate party who will investigate and follow through on concerns accordingly.

Marc Fortier, President