



Our commitment to quality is expressed in the following company values and principles.

Amidst the challenges of an ever changing business environment, these important elements provide a common approach for the board, management and staff of Planet Press.

Developed from a combination of our print industry experience, customer associations and goals for the future; the **Planet Press Quality Policy Statement** reads:



Print Excellence

Planet Press approach all tasks with keen interest and pride. As every project is custom made, our employees are relied upon for their craftsmanship, experience, enthusiasm and dedication. All employees are encouraged to achieve their personal best and strive to maintain our high standard within the Australian print industry. Through assessment and testing of emergent technology, careful selection of best solutions, use of premium quality materials and thorough sampling and inspection techniques, Planet Press achieve consistent print excellence.

Sustainability & Commercial Success

Planet Press recognise the importance of balancing financial, environmental and social interests to ensure a sustainable economic future. We operate in a manner which offers our customers value added services with reliability, competitive pricing, very high quality and technologically advanced methods. Planet's commercial success means satisfying the needs of our customers in a manner which delivers ongoing business profitability to all parties. To achieve this, we aim to support each customer's business goals through understanding their individual operations. Our success is reflected in the reliance and success of our customers.

Integrity, Ethics & Responsibility

At all levels, Planet Press aims to act with honesty and integrity. We promote trust and openness and as such are held in high esteem by our peers within the print industry and our customers. We take responsibility for our actions and ensure that our business dealings do not lead to compromise or conflict of interest. We also respect the confidentiality of certain business and personal information and do not use this inappropriately.

People - Our Greatest Strength

Planet Press have a commitment to ensure that all employees achieve a sense of pride in the company and their personal worth. By acknowledging their skills, including their opinions within decision making and promoting self-improvement, Planet's employees are empowered to achieve their personal best. We work together to provide a safe, friendly and happy working environment which respects the principles of equal opportunity to provide a "fair go for all".

Customer Focus & Commitment

Planet Press aim to provide superior value to our customers now and in the future. We take personal responsibility and interest in our tasks to deliver a standard of service that achieves or exceeds customer expectations. We deal with all customers in a fair, open and honest way and recognise that customer loyalty depends upon building individual, mutually rewarding relationships.

Quality Management & Auditing

Planet Press maintain a self-managed quality system, - the success of which is monitored through key performance indicators to the acceptance of our management and shareholders. Auditing is carried out internally on a continual on-the-job basis. Plus, scheduled audits are undertaken by print industry experienced personnel with knowledge of our abilities and customer expectations. We have specific goals for quality achievement, encourage customer feedback and proudly invite site inspection.

Improvement & Innovation

Planet Press are committed to continuous improvement and assess emergent technologies and supply materials for suitability, reliability, quality and cost effectiveness. Our customers are rewarded with the best, most suitable print solutions available.