Quality Management Procedure

REDO PRINT & DESIGN LIMITED trading as Matbaa
Company number 04485121

This procedure sets out how we check print and signage jobs against the agreed specification, from artwork through production, finishing and installation.

Artwork and approval

Customer supplied artwork. When the customer supplies artwork ready for print, we confirm that we will use the file they sent and proceed without a separate artwork approval. If a file issue requires a change, we clarify it with the customer before production.

Matbaa design work. The designer checks the design against the customer brief and sends a proof by email or WhatsApp. We wait for written approval of the final version before starting production. Keep the approval message traceable to the job and use the approved version.

Production and installation checks

Print. The print operator checks the completed print against the job specification before it moves to the next stage. Check the artwork version, stock, size, print appearance and visible defects as applicable.

Finishing. The finisher checks the completed work against the agreed finish, including trim, folds, lamination or mounting as applicable. Check the quantity and condition before packing or handing the job on.

Installation. The installation lead checks the completed work against the agreed specification and reviews it with the client on site before the team leaves. Note any outstanding items and agree the next steps with the client.

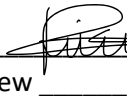
Handling quality issues

If a check identifies a defect or mismatch, hold the affected work and raise it with the General Manager before it moves on. Agree any correction, rework or reprint and check the corrected work before release. Record the issue and outcome against the job and contact the customer if delivery or installation will be affected.

Approval and review

The Managing Director approves this procedure. Review it annually and when the production process changes.

Riza Yelden
Managing Director

Signature  Date ***11.11.2026***

Next review ***11.11.2027***