

Quality Policy Statement

Francotyp-Postalia Ltd (FP Mailing) are the UK subsidiary of Francotyp-Postalia Holding AG. For nearly 100 years we have been operating in the UK, and for over 21 years we have been simply known as FP. Innovative and technologically advanced.

FP are the leading franking machine suppliers, dedicated to providing the best, most efficient solutions. Our top quality franking machines are manufactured in Berlin, Germany and we pride ourselves on excellent customer service.

We have always been at the forefront of innovation introducing the first automatic franking machine, the first electronic franking machine, the first digital franking machine, first inkjet machine and more recently the first multi-carrier machine to meet the new de-regulated age.

We continue to invest in mailroom technology with our latest PostBase Machine launched in Jan 2020.

Quality is at the forefront of everything we do. We are committed to providing high quality products and services that meet or exceed our customers' expectations and applicable requirements. Our aim is to be the supplier of choice for all franking solutions, mailing equipment, accounting and postage software and mailroom digital solutions. Our Customer Support Team and highly skilled team of engineers are based in the UK and dedicated to delivering the best customer experience.

This policy is underpinned by our Quality Management System which is certified to ISO 9001 and includes our business objectives in support of our commitment to continual improvement. Together they provide a framework for delivering quality service, monitoring performance, and managing risk.

We recognise our most important asset is our people and ensure they have the training and development necessary to deliver a quality, efficient and effective service to our clients. We promote a culture of learning, innovation and knowledge sharing that recognises the value of team input and encourages continuous company improvement and development for the benefit of our customers.

This policy is communicated through internal processes to all employees and those working on our behalf. It is available to external interested parties on request.

Date reviewed: 23/06/21

Approved by:

Operations & Finance, Directors