

# For **Certified Quality Assurance**, take your 'Q' from INX.

Documented quality processes and practices are a 'must' for serving today's marketers, whether your shop runs paper, flexible or rigid packaging, commercial printing or digital.

That's why INX Total Productive Management (TPM) systems and programs continually advance product quality and environmental initiatives, and address new customer issues as they occur.

- *ISO Certification in North America & Europe*
- *Total productive maintenance (TPM)*
- *Customer Report System*
- *Senior Management Quality Council*
- *Process Video Analysis*
- *Product Quality & Environmental Initiatives*



## INX<sup>...</sup>

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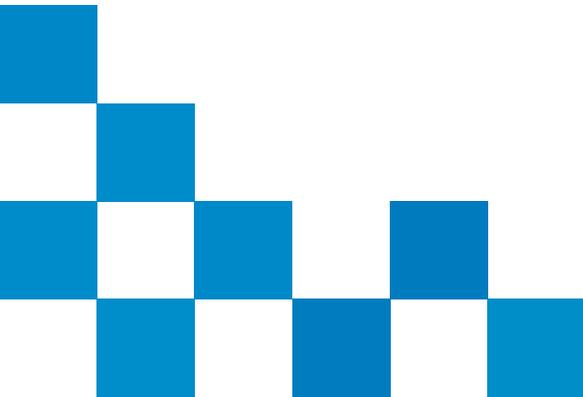
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## Our **Commitment** to customer quality & excellence.

*Our commitment to Quality has evolved to Continuous Improvement throughout the entire INX organization.*

**The INX Quality Group**  
716.366.6010 x5901





Using tools such as Plant Board displays and Process Video Analysis (PVA), INX tracks production processes end-to-end, improving efficiency as well as quality in the process.



Quality and efficiency work hand-in-glove with TPM-driven 5S practices in INX plants helping to ensure that the inks we deliver meet or exceed your (and your customer's) specifications.

**As a quality leader in the printing industry for years, INX facilities throughout North America and Europe carry ISO Certifications and include North America's first ink plant to receive ISO 14001 Certification.**

INX Quality is a nonstop process that begins with defining processes and specific procedures to be followed at every step, from our selection of raw materials through production and delivery of inks to you.

It comes full-circle via a Customer Report System that documents feedback, supplier questionnaires and ensures corrective actions if/as needed, with steps to further verify their effectiveness.

**People and technology: measuring, monitoring, analyzing...**

Continual improvement requires continual review at defined intervals and on several levels.

Our Senior Management Quality Council monitors system effectiveness in all INX facilities. There is an ISO representative at each certified site and, within each facility, a core group of department representatives (Quality Council) meets regularly.

More than that, every INX employee is actively involved. On any given day you may find a plant's Liquid Grind Team or 3 Roll Team, Grinding Varnish or other Team members reviewing their own performance and brainstorming ways to improve.

The result: Higher customer value. Which, after all, is what INX Quality is all about.



For more details or to arrange a facility tour, contact your INX representative or INX Quality Group now.

**The INX Quality Group**

David J. Maternowski  
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Independent third party ISO Certification audits cover all INX facility activities and areas, from laboratories through manufacturing, warehousing, environmental and energy management – the works.

