



## **DESIGN STUDIO SERVICES**

### **The service we provide**

- Artwork design
- Reprographics
- Flexo plate production

### **Technical production**

- Flexible approach to work
- Either your nominated suppliers or our preferred reprographic partners
- Full service to guide

## **TECHNICAL CONSULTANCY SERVICES**

### **The service we provide**

- Full technical product backup and technical support services
- Internal management and evaluation of customer requirements

### **Technical production**

- Controlled quality laboratory open 24/7
- Technical team to oversee and validate all aspects of production process
- Validation process can be up-scaled to meet an individual customer's demand
- Water based WETFLEX technology available
- Culture of statistical reporting

### **Awards and accreditations**

- ISO9000
- BRC / IOP

## **LOGISTICS**

### **The service we provide**

- Warehousing and transport services
- Choice of SIVA Group preferred partners
- Service levels can be tailored to customer needs
- Next day service covering UK and the Continent
- Storage available to facilitate orders to be called off as and when ready

### **Technical production**

- Alliances with transport partners across Europe
- Next day delivery service available across UK and continent
- Warehousing available for stockholding and short lead time call offs
- Flexible approach to scheduling demands

### **Research and development**

- Pallets can be labelled and barcodes can be customised to suit

### **Logistics service**

- CSRs' dedicated to monitoring and managing order process
- Fully integrated MIS system provides high visibility

## CUSTOMER SERVICE

### The service we provide

- Our approach to business is total account management
- Account manager to fully manage and co-ordinate your requirements
- Irrespective of location
- Irrespective of number of business units
- We understand customers have different ways of working. We take time to understand your processes and, where possible, match our workflow to yours.
- We have people dedicated to ensuring your delivery arrives when you need it – managing the workflow from receipt of your order to when it is delivered.
- We have our own internal performance scorecards and carry out regular audits to keep us focussed on high-quality products and customer service.

### Other services

- Multilingual team (English, Spanish, French and German) on call
- We offer daily contact with your teams in charge of purchasing, quality and technical development
- Depending on your needs, our technical assistance teams can bring you support on your production site for any technical development
- We can deal onsite with test implementation, new product launch and also continuous line optimisation and rationalisation