ISO 9001 : 2015

- Risk
- Context
- Stakeholder Involvement
  - Communications Campaign
  - Quality Manual & Library Changes
  - Visualisation
  - Quality 360 Initiative and Online Portal
• Previously very Process orientated – we had FMEA on all processes.

• Now a broader look at risks – Carried out by Senior Management – led by Sales Function – higher Customer / Supply Chain impact – highlighted riskier areas.
  – Risks documented by product areas (Matrix – in Business language – easily readable by all)
  – Risks by steps undertaken (Known risks and potential risks)
  – External risks

• Focus to Address Key Risks Areas with resolution plan
Context – Cloud Map Visualisation

Markets:
- Ireland
- UK
- Scandinavia
- Europe
- Poland
- Czech Republic
- Hungary
- Africa
- Albania

Products:
- Lottery, Fundraising, Bingo
- E Commerce (URN cards)
- Logistic solutions
- oPlay
- Promotional Products

External Issues:
- Competitors (traditional & new)
- New Supply Chain Customers
- Legislation
- Market Changes
- Currency Change
- Technology Changes

Internal Issues:
- Change of Personnel
- Knowledge Transfer
- Technology Changes
- Product Integrity
- People Empowerment

Method of Delivery:
- Print
- Digital
- Electronic
- Intellect / Services

Investment:
- Presses Standard & Digital
- IT Expertise
- Graphic Capability
- Marketing
- Procurement
Ensuring we all have a view to better Quality Products & Services

Online Quality 360 Portal
Thank you

Playprint – Market Leaders in the provision of Promotional and Security Print and Logistics
Scratch-Cards, Bingo Books, Lottery Tickets, Digital Games, Monetising Digital and Online Content.