



# PLAYPRINT

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shock

sho

ePlayCentral

This interface shows the word 'shock' in white text over a woman's face. It includes a set of four directional arrows (up, right, left, down) on the left side and the ePlayCentral logo at the bottom.

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challenge

ePlayCentral

This interface shows the word 'challenge' in white text on a green background. It includes a set of four directional arrows (up, right, left, down) on the left side and the ePlayCentral logo at the bottom.

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provoke

provo

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This interface shows the word 'provoke' in white text over a woman's hand holding keys. It includes a set of four directional arrows (up, right, left, down) on the left side and the ePlayCentral logo at the bottom.

# ISO 9001 : 2015

- Risk
- Context
- Stakeholder Involvement
  - Communications Campaign
  - Quality Manual & Library Changes
  - Visualisation
  - Quality 360 Initiative and Online Portal



# Risks

- 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

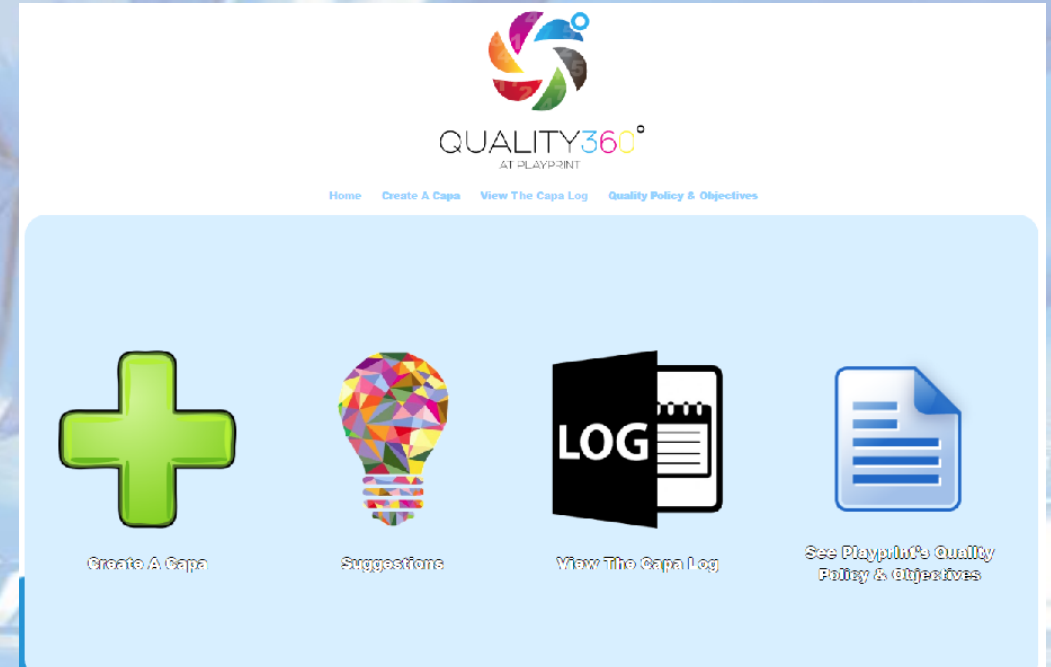
# Context – Cloud Map Visualisation



# Quality 360 Comms & Portal



QUALITY360°  
AT PLAYPRINT



*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.*