

The First Mailing Ltd

Service Level Agreement

Our aim is to provide a reliable, high quality mailing service that guarantees its customers the best value for money whilst giving professional advice on the production & posting of the final finished product.

Our services include high speed quality polythene wrapping & envelope inserting along with additional services such as data management, design process and print management solutions. Our services are available to businesses nationwide & internationally. We are open Monday to Friday, 6am – 5pm. Skeleton staff operate on night / weekend shifts.

Our Services

We provide:

- Data sortation to enable postage discounts
- Data Audit reports advising on any suggested cleansing required
- Supply and delivery of any print required
- Personalisation of mail pieces
- Mechanical insertion of materials into envelopes or polythene
- Fulfilment or storage of materials
- Postage discounts on both UK & International services
- Membership & loyalty card production & personalisation
- Alternative digital marketing services where required
- Production of estimates, and advice on the best possible process
- Scheduled work to an agreed time scale
- Finished goods to customers and offer a delivery / collection service if requested
- A secure environment for confidential and sensitive printed material

Our Responsibilities

We endeavour to:

- Meet all agreed deadlines as arranged with the customer
- Provide our highest quality production processes at all times
- Produce a proof for all jobs as appropriate
- Offer a full range of materials for printing, sourcing environmental materials where possible
- Undertake quality control throughout production
- To manage departmental finances efficiently and effectively offering value for money where possible
- Co- ordinate the distribution of direct mail to the postal operators within agreed deadlines
- Offer advice on the best suited postal operator and most cost effective postal service for end customers as requested

Our Customers Responsibilities

We require our customers to:

- Supply orders in good time giving as much notice as possible
- To ensure an agreed number of overs are supplied when materials are supplied by the end client
- Provide a clear specification of requirements including quantity, size, content, design/concept of the final product, material preferences (if known) and finishing
- To provide a deadline date and delivery requirements including delivery contact and address
- To provide a method of payment company order number
- To pay bills on time and as per the agreed credit terms

Our Performance Measures

We assess our performance by gathering Key Performance Indicators. These include:

- Staff productivity
- Machine productivity
- Match to customer specification
- Number of deadlines met, or delivered early
- Number of jobs produced per month & quantities mailed

Quality Assurance

The quality of production will be of the highest standard and regular quality control procedures are followed at all stages of production. These are all in line with our ISO 9001 & 14001 accreditations. We endeavor to meet the requirements of all good working practices and compliancy with the Data Protection Act and General Data Protection Regulation (GDPR).