

Press Release

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Survey shows UK mailing houses have poor Quality Accreditation.

Bachar Aintaoui, Chairman of MBA, has called for greater use of accreditation services within the print and mailing industry. A survey shows the average mailing house has less than three accreditations with the DMA, QMP and ISO9000 Quality Management being the most popular.

The survey, conducted by MBA during February 2008, also revealed that only 13% of mailing houses had ISO14001 Environmental accreditation and as little as 11% were FCS approved.

Bachar Aintaoui believes the industry needs to do more to improve quality standards, "There is increasing consumer and Government pressure on our industry, and accreditation is one way to demonstrate our commitment to quality".

Bachar was surprised that 57% of firms still use the QMP standard as part of their marketing. "QMP was withdrawn in March 2007 and required annual assessment. It was a good standard, but it is now redundant". The survey also showed 8% still use ISO9002 even though it was replaced by ISO9001 in March 2005.

The difference between small and large mailing houses is also clear. Companies employing between 1-10 people had an average of two accreditations, while those employing more than 150 staff had over four. Bachar commented, "We have been re-accredited for ISO9001, 14001 and 27001 and also have APACS and FCS. Large companies like MBA have the resources to acquire these standards, but smaller firms struggle."

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Editors Notes

MBA were established in 1984. The company provides fully integrated print and mailing solutions for transactional and direct mail, from planning to finished product. Their principle site is in North London where they operate from a purpose built factory with 12,100 sq.m (130,000 sq.ft) of production capacity.

These facilities are supported by operations throughout the UK, including a disaster recovery site in Warrington, Cheshire and envelope production in Milton Keynes, Buckinghamshire.

The company holds ISO9001:2000, ISO14001:2004 and ISO27001:2005 accreditations. They also FSC Certification and have been approved by APACS. MBA are members of the DMA.

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Survey Results

	No. of Employees	OHSAS 18001	BCMPA	Inst. Of Sales Promotion	ISO12647-2	Inst. of Fund Raisers	Road Haulage Assoc.	DMARC	Fed. of Small Business	Call Centre Association	UKWA	ISO27001	Inst. of Direct Marketing	PEFC	APACS	MCA	Periodical Publ. Assoc.	BPIF	Mail Preference Scheme	FCS	ISO14001	Investors in People	ISO9002	QMP	Direct Marketing Assoc.		
Company A	1-10																										
Company B	1-10																										
Company C	1-10																										
Company D	1-10																										
Company E	1-10																										
Company F	11-25																										
Company G	11-25																										
Company H	11-25																										
Company I	11-25																										
Company J	11-25																										
Company K	11-25																										
Company L	11-25																										
Company M	11-25																										
Company N	11-25																										
Company O	11-25																										
Company P	11-25																										
Company Q	11-25																										
Company R	11-25																										
Company S	11-25																										
Company T	11-25																										
Company U	11-25																										
Company V	11-25																										
Company W	11-25																										
Company X	11-25																										
Company Y	11-25																										
Company Z	11-25																										
Company AA	26-50																										
Company AB	26-50																										
Company AC	26-50																										
Company AD	26-50																										
Company AE	26-50																										
Company AF	26-50																										
Company AG	26-50																										
Company AH	26-50																										
Company AI	26-50																										
Company AJ	26-50																										
Company AK	26-50																										
Company AL	26-50																										
Company AM	26-50																										
Company AN	26-50																										
Company AO	26-50																										
Company AP	26-50																										
Company AQ	26-50																										
Company AR	26-50																										
Company AS	26-50																										
Company AT	26-50																										
Company AU	26-50																										
Company AV	26-50																										
Company AW	26-50																										
Company AX	26-50																										

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	Direct Marketing Assoc.	QIMP	ISO9002	Investors in People	ISO14001	FCS	Mail Preference Scheme	BPIF	Periodical Publ. Assoc.	MCA	APACS	PEFC	Inst. of Direct Marketing	ISO27001	UKWA	Call Centre Association	Fed. of Small Business	DMARC	Road Haulage Assoc.	Inst. of Fund Raisers	ISO12647-2	Inst. Of Sales Promotion	BCMPA	OHSAS 18001	No. of Employees		
																										.../ continued	
Company AY	✓	✓				✓																				26-50	
Company AZ	✓	✓		✓																							26-50
Company BA	✓	✓																									26-50
Company BB	✓	✓								✓																	26-50
Company BC	✓	✓																									26-50
Company BD			✓	✓				✓																			26-50
Company BE	✓	✓		✓				✓																			51-150
Company BF			✓																								51-150
Company BG	✓	✓							✓																		51-150
Company BH	✓	✓	✓	✓																		✓	✓				51-150
Company BI	✓	✓																									51-150
Company BJ	✓	✓																									51-150
Company BK	✓	✓																✓									51-150
Company BL		✓	✓											✓													51-150
Company BM	✓		✓		✓	✓						✓															51-150
Company BN	✓	✓																		✓							51-150
Company BO		✓																									51-150
Company BP	✓		✓				✓																				51-150
Company BQ	✓		✓			✓		✓				✓															51-150
Company BR	✓																										51-150
Company BS	✓		✓											✓													51-150
Company BT	✓	✓	✓		✓																						51-150
Company BU	✓	✓																									51-150
Company BV	✓	✓																									51-150
Company BW	✓	✓	✓															✓									51-150
Company BX	✓	✓		✓																							51-150
Company BY	✓	✓	✓								✓			✓													51-150
Company BZ	✓	✓																									51-150
Company CA	✓	✓	✓	✓			✓		✓																		150+
Company CB	✓		✓													✓											150+
Company CC	✓		✓		✓						✓		✓	✓								✓					150+
Company CD	✓		✓																								150+
Company CE	✓	✓	✓	✓			✓																				150+
Company CF	✓		✓																								150+
Company CG	✓		✓		✓	✓						✓										✓					150+
Company CH	✓	✓	✓	✓	✓			✓											✓								150+
Company CI	✓		✓																				✓				150+
Company CJ	✓	✓	✓			✓		✓																			150+
Company CK	✓		✓			✓																					150+
Company CL	✓																✓										150+
Company CM	✓	✓	✓		✓								✓														150+
Company CN	✓							✓	✓																		150+
Company CO	✓	✓	✓		✓	✓																					150+
Company CP	✓	✓																									150+
Company CQ	✓	✓	✓	✓	✓						✓			✓											✓		150+
Company CR	✓	✓	✓	✓	✓	✓																✓					150+
Company CS	✓	✓																									150+
Company CT	✓	✓	✓		✓	✓					✓	✓													✓		150+
Company CU	✓	✓		✓			✓																				150+
Company CV	✓	✓	✓								✓																150+
Total:	90	59	44	14	13	11	10	9	6	5	5	4	4	3	3	3	3	3	2	2	2	2	2	2	2		

Source: MBA Groups Ltd., February 2008

