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April 2019 Newsletter

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| **Across**  **5.** Talking, listening - we need to ........... more  **6.** What we produce when a customer submits an enquiry  **10.** ISO 9001 - ....... Management System  **12.** The new pack all new customers will receive  **14.** YMG's Scarborough site  **15.** ........ experience - BDT's focus  **16.** YMGMATTERS - your new company.... | **Down**  **1.** One piece ......  **2.** YM Paper .... - the eco friendly alternative to plastic poly  **3.** Marketing term for finding new customers  **4.** ... offset printing  **7.** GDM specialise in working with customer ....  **8.** New CRM system  **9.** YM Group's Wakefield site  **11.** Kodak ....... - TLG's digital press  **13.** ... protection which must be worn in all loud production areas |