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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 |