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Quality Management Statement v1.1

Warren Creative aims to deliver a high quality service and products to its clients whilst demonstrating the highest standards of professionalism at all times.

Warren Creative operates a formal, documented management framework. All activities carried out by us which may have an impact on our service to our clients are controlled and monitored to ensure that the highest standards are maintained, to satisfy our clients and foster continual improvement.

Our objective is to achieve customer satisfaction and our success by providing a service which conforms to all relevant requirements. Our policy ensures that all work, from initial enquiry to completion, is carried out in a manner which sets and maintains a high standard of service.

Our staff are required to follow the working policies and the procedures applicable to their work. All procedures and practices, whether formally documented or otherwise, are subject to regular monitoring and updating. Our Quality Management Statement provides the promise for continual improvement and thus increase the probability of enhancing customer satisfaction and the satisfaction of other interested parties.

It will effectively provide Warren Creative and its customers with the confidence that the provision of service and products will be delivered consistently to predetermined high standards.

We all share the responsibility for the delivery of high quality products and services and for continual improvement. Long term relationships require on-going commitment to achieving business excellence.

Quality assurance procedures have been in place since 2 November 2009.

Signed:

Stuart Warren

Date:

18.01.2012

Signed on behalf of Warren Creative by Stuart Warren

warren
creative
web &
graphic
design

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design