

Remedy Creative Limited: Quality Management Statement

Introduction

Remedy Creative maintains a Quality Management Policy to ensure we continuously achieve client satisfaction, a stable client base and improved efficiency. This policy is applicable to all of our business activities including (but not exclusively) advertising, graphic design, copy writing, and new media projects.

Our Quality Management Objectives

Achieving quality is an integral part of our business ethic. The purpose of promoting and maintaining quality management is to ensure we achieve a consistently high quality of service throughout all of our work performed on behalf of all of our clients.

Our policy provides a framework for continual improvement within our business and increases the probability of enhancing customer satisfaction, and the satisfaction of other parties with whom we do business. It provides the company and our clients with the confidence that the provision of our services will be delivered consistently to high standards.

Our Mission

To involve our clients in every stage of the creative process to ensure that communications are targeted, relevant and effective. We are committed to producing high quality creative work that achieves positive outcomes for our clients at a fair price.

Our Commitment to Quality

Remedy Creative is committed to providing high quality creative solutions, effective project management and outstanding customer service.

We are committed to:

- Working closely with our clients to clearly understand their current and potential future requirements and expectations.
- Working closely with our suppliers and business associates to deliver products and services of the highest practicable quality, reliability and consistency.
- Delivering all client projects on time and within budget.
- Striving to meet and surpass our clients' expectations through our professional approach to each and every project.
- Training and appraising our people to ensure they employ good working practices in their roles.

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- Ensuring that technologies and equipment used within the business are robust and up-to-date.
- Identifying and providing suitable preventative and corrective measures when potential quality lapses arise.
- Listening to our clients and taking all feedback seriously.
- Continually reviewing and improving our working practices and levels of service.

At Remedy Creative we all share the responsibility for the delivery of high quality services and for continual improvement. We recognise that long term relationships with our clients require on-going commitment to achieving business excellence.

The quality of our work is demonstrated through references and testimonials provided by our clients.

Our Quality Management System

We have created an internal procedures manual that ensures that we can uphold best practice across all areas of our business, ensuring reliability and efficiency for our clients. All employees are provided with a copy of the guide.

It helps to ensure that:

- The creative process is client-centric, encouraging client input at key stages.
- Responsibilities and duties are clearly defined.
- Work estimates are accurate and always clearly presented to the client.
- Project schedules are implemented and monitored.
- Budgets and costs are carefully tracked throughout a project.
- All production artwork / output is thoroughly checked.
- All documentation (digital and hard copy) is properly archived.
- All digital work is backed up on a daily basis.

A copy of our Good Working Practice guide is available for review, upon request to the Directors.

This Quality Management Statement is available through our website www.remedycreative.com and hard copies are available on request.

Our policy will be reviewed and updated annually.

Directors, Remedy Creative Limited

1st July 2011

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