

# Quality

## Statements of our principles

Joanne Wood Design (JWD) recognises and accepts its responsibilities to provide a high level of service and quality finished product, which is creative, on-time, cost-effective, appropriate and that meets the clients given brief.

As a business we value the philosophy of continuous improvement, our Quality Assurance Policy will comply and adhere to the basic principles and scope of ethics, legality, equality, safety, timeliness and flexibility.

## Quality Assurance Policy

In order to ensure that in a manner compatible with our principles, quality of delivery and continuous improvement permeates our culture, it is our policy to:

- Set and maintain high standards of creative design and client care.
- Monitor the delivery of work to ensure it is on-time via feedback form/questionnaire, also undertaking checks with delivery companies and acting on the responses/feedback received.
- Monitor the consistent quality/standard of work, quality/standard of client care and accuracy of hitting deadlines. This will be achieved by periodically issuing client feedback forms and questionnaires that monitor quality and performance.
- Personal discussion/consultation with clients and monitoring client feedback verbally or through email communication.
- Respond proactively and positively to feedback and aspirations of all our clients. Seeking positive and negative comments from clients to see where we can improve checking systems.
- To communicate effectively our quality values to all staff through various mediums.
- Provide a safe environment for our staff.
- Continued training for all staff as appropriate to ensure continuous improvement.
- Ensure equipment is maintained and that contingency plans are in place.
- To benchmark our services and products with proven and timely innovative processes which capture, product and service improvement environmental sustainability, Health & Safety and Diversity principles.
- Check that all suppliers achieve the same high quality standards as set by JWD.

## Evaluation

The Company Director is responsible for administering this Quality Assurance Policy. The Company Director will monitor and appraise, on a periodical basis, the feedback received from testimonies, feedback forms and questionnaires. The Company Director will act on these findings and set targets to be achieved to improve quality. The Company Director will assess whether these targets have been met and if set goals are achieved. This process will create a system of continuous improvement and development.