

Paul Sample Corporate Communications Ltd

Quality Management Principles, Policy & Arrangements

General Statement of Quality Management Principles, Policy & Arrangements

The following is a summary of Paul Sample Corporate Communications Ltd philosophy, policy and guiding principles for client service quality management.

Our company's success is reliant upon repeat business and client referrals. Paul Sample Corporate Communications Ltd is therefore committed to managing the quality of its services with the aim of satisfying every client.

Our profitability is protected and enhanced through efficient processes of working. Paul Sample Corporate Communications Ltd is therefore committed to the continuous improvement of its work processes for the avoidance of errors or inefficiencies.

The long term future of Paul Sample Corporate Communications Ltd is dependent on it identifying and responding to changing client needs.

We recognise that the systematic assessment of information from clients forms an important part of its business planning.

Client Service Quality Policy

It is our Policy to:

- Make clear agreements with clients, identifying/specifying services to be provided and items to be delivered;
- Undertake work only that Paul Sample Corporate Communications Ltd is competent to do;
- Plan the process for delivering a client's expected service and monitor progress against plan;
- Make proactive use of client feedback;
- Consult with employees and sub contracted service providers;
- Ensure all employees are competent to make their required contribution to client service;
- Engage only sub-contracted services that have demonstrable requisite competence;
- Communicate our Policy, together with its associated arrangements and responsibilities, to all employees and sub-contracted service providers;
- Review and revise this policy annually.

Responsibilities

Overall and final responsibility for client service quality management is that of Paul Sample, Managing Director. Responsibility for the review and revision of this policy is that of the Board of Directors.

Client service projects specific responsibilities will/may be designated on a project by project basis.

All employees are required to adhere to the Policy – working with regard both to the principles described and the arrangements specified.

Arrangements

1. Project Process

We will strive to work to PRINCE2 (**PR**ojects **IN** Controlled Environments) methodology which is a structured method for project management. This standard is used extensively by UK government and is widely used and recognised in the private sector.

Project Initiation

At the start of any programme of work, we ensure that both the client and Paul Sample Corporate Communications Ltd are clear on the client's expectations; scope of activities to be undertaken; the project deliverables; timescales; and costs.

Monitoring, Review & Pre-Delivery/Final Review

During the course of a project, we undertake a peer review of work to ensure it falls within the scope of work and will meet client expectations.

Client Feedback

When a programme of work has reached its conclusion and has been approved or signed off by the client, we undertake a formal review of our work.

We encourage clients to meet with us after each project is completed and welcome their feedback on any elements of our service delivery. Such information can be given confidentially.

The response to client feedback is shared with directors and employees, and is used to improve our work practices and services.

2. Communications

Website

The website is an online tool that is used to communicate its company ethos and guiding principles to clients, employees, suppliers and sub-contracted service providers.

Sub-contractor communications

Requirements by sub-contracted service providers to deliver client service quality management is detailed in Paul Sample Corporate Communications Ltd Terms of Engagement for a Contractor.

3. Competence and CPD

The directors and employees of Paul Sample Corporate Communications Ltd are encouraged to take up membership of relevant professional bodies who have professional standards to which its members must abide.

Directors and employees are encouraged to invest in continuing professional development (CPD), (refer to separate CPD policy statement).

Personnel are allocated to client projects based on their technical skills, experience and resource availability.

This statement will be available through the company's website and hard copies are available on request. For further information please contact: Paul Sample Corporate Communications Ltd on 01722 417555 or e-mail: paul.sample@btconnect.com.

Signed:

Paul W. L. SAMPLE
Managing Director
14th October 2004