



# QUALITY POLICY

Policy	
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Blue Elephant UK is actively engaged in providing high quality AV equipment services for a wide range of clients.

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- Regular gathering and monitoring of client feedback
- A customer complains procedure
- supplier vetting an ongoing performance monitoring system
- training and development of all employees
- regular audit of internal processes and systems
- measurable quality objectives which reflects our business aims
- management reviews of audit results and customer feedback

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Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees.

This policy is posted on the Company Notice Board and can also be found in the staff handbook.

Although the Managing Director has ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the