

Formation Media Limited – Quality Management Statement

Formation Media Limited was established in 2007 to provide digital marketing; including UX designed web development, creative design and marketing to the public sector, we also specialise in our offering to the engineering sector and work with general industry. We are based in Warwick, Warwickshire UK and currently employ fourteen people.

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 customer feedback
- > A customer complaints procedure
- > A selection and performance monitoring of suppliers against set criteria
- > Training and development for our employees
- > Regular audit of our internal processes
- > Measurable quality objectives which reflect our business aims
- > Management reviews of audit results, customer feedback and complaints

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

This Quality Statement can be found on our website, formationmedia.co.uk/quality-statement and also in the company 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 whole of the company.

The policy review date is 12 months from Date shown below.



Signed:

Martin Gordon – Managing Director

Date: 20 August 2018



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