

Quality

Quality is important to Fourth Wall Creative because above all 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 and those of all suppliers we work with.

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.
- Selection and performance monitoring of suppliers against set criteria which includes conforming to ISO 9001: 2015 and ISO 9001: 2018 standards.
- 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 continuously reviewed regularly are held in a Quality Manual which is made available to all employees.

Although the Managing Directors have 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.

Signed:



Nicholas Noble, Operations Manager