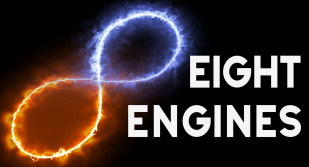


QUALITY POLICY



This quality assurance policy outlines our commitment to ensure that ongoing quality improvement is an integral part of our company.

Eight Engines aims to provide [services] to the very highest of standards, and we are committed to understanding, meeting and exceeding the needs of all of our clients.

Our approach to quality is based on four fundamental principles:

1. Conforming to requirements, having identified very carefully the needs of our customers, our applicants and our own systems.
2. A system that focuses on identifying potential risks/errors in our systems, processes and documentation; and putting in place the necessary preventative actions/contingencies to ensure continuing compliance with legislation and best practice.
3. Ensuring quality of service provision is based on the principle of everyone understanding how to do their job to the standard required and doing it right first time.
4. A 360-degree service review process that encourages and uses feedback from our staff and our customers, to continuously improve our service and provide recognition where appropriate for a job well done.

These principles are attained by:

- Providing dedicated staff who are experts in their roles and delivery of them roles.
- Regular gathering and monitoring of customer feedback, including complaints, via a formal complaints procedure.
- Training of staff through in-house training programmes and in conjunction with carefully selected external providers.
- Regular management reviews with all staff, including support staff.
- Clear internal communication through a streamlined management reporting structure.
- An annual, thorough internal and external audit programme.
- Awareness and training as appropriate in relevant changes to employment legislation which affect the delivery of our services.

Our Management Team is responsible for maintaining quality standards through conducting regular performance reviews / appraisals and providing training in line with staff needs. They will also support processes that make it as easy as possible for all stakeholders to make complaints, provide feedback, make constructive suggestions and recognise good service. Targets / objectives to ensure that quality requirements are met, and that continual improvement is achieved will be set, determined and monitored by Jack Leigh/Director. The quality principles and related targets/objectives will be communicated to staff through day-to-day management, formal monthly review meetings and annual appraisals. Training will also be an integral part of the strategy to achieve quality policy objective.

To ensure our quality policy is achieved, our management team must ensure that:

- they regularly review quality systems to ensure constant improvement. any issues relating to quality is then presented at the monthly board meeting and discussed by the full senior team ensuring a solution is quickly presented to the client
- we measure company and staff performance by the successful implementation of KPIs
- ensure all staff have a personal development plan which is reviewed every six months during review meetings
- ensure all staff members are aware of their role within quality assurance
- promote teamwork to ensure our clients receive the very best creative solutions
- align all quality processes and maintain an effective quality management system (QMS) in line with ISO 9001
- have strict customer care policies in place
- have accurate technology systems in place to ensure in the event of any team member being unavailable that we can quickly pick up operations and project delivery
- carry out regular employee appraisals and operate a 360-review model to ensure directors are also appraised by their peers
- manage subcontractors effectively and ensure they buy in and deliver to our quality systems in place
- ensure our health and safety policies are implemented at all times by everyone we work with both employees and subcontractors
- implement and manage an effective communication structure which includes keeping the client informed and involved at all stages
- minimise the waste of materials at all times companywide
- handover projects effectively with excellent communication, having delivered them within budget and by the agreed deadlines
- these quality points are embedded into our company structure.
- we are committed to achieving high standards in all areas of our business, ensuring we exceed client expectations.

**For more information on this policy,
please contact:**

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