

QUALITY MANAGEMENT STATEMENT

If a job's worth doing...

At Springboard Design Limited, we strive for quality in all aspects of our business, for the success of the business and for our own personal fulfillment.

Below are the key points we concentrate on to help us achieve the high standards we set ourselves.

Communication and understanding

- communicate clearly and effectively with our clients, our suppliers, and each other. Be readily available to talk, respond to messages promptly, and provide clear documentation
- take care to understand the needs and constraints of a project before we begin designing
- clearly define roles within a project so that everyone knows what they need to do
- listen to our clients throughout a project
- encourage feedback from clients and address any complaints as a matter of priority

Design Processes

- identify any safety or regulatory requirements associated with a project and make sure these are taken into account in the design
- where necessary, and in agreement with the client, draw up achievable project plans and follow them rigorously
- get others to check our work via peer reviews

Management Processes

- make sure that people have the relevant skills and/or training to do the tasks they have been assigned
- have a methodical approach to office procedures and record keeping
- select suppliers and subcontractors according to their reliability, costs, quality and suitability for a given job
- regularly review our business plan, compare our results with previous targets and set new targets
- only take on work we can supply in full
- make sure each project has the resources it needs

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