



## Digital Islands

### Quality Management policy statement

Digital Islands was established in 2017 to provide business services, including consultancy, business development, marketing, market research and training to Small and Medium Sized companies looking to grow their businesses in the UK. We are based in the city of Brighton and Hove, operating as a sole trader with no full time employees, but working with a range of other independent contractors to deliver services to 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 customer feedback
- a customer complaints procedure
- selection & performance monitoring of suppliers against set criteria
- training and development commitments for all future employees
- regular audit of our internal processes
- measurable quality objectives which reflect our business aims
- management reviews of audit results, customer feedback & complaints

Our internal procedures are reviewed annually and made available to all employees. In the spirit of openness and transparency our key policy documents are published on the company website for all to see, including this policy.

The Founder Director of Digital Islands has ultimate responsibility for Quality, however it is important that all employees understand that quality of not an



# Digital Islands

Growth Acceleration

issue that can be delegated either upwards or downwards, it is everyone's responsibility to help ensure that Quality is embedded within all aspect of our work across everything the company does.

The ethos of providing a quality service extends beyond customer relationship management as it needs to be ingrained into the way in which the business and all stakeholders behave.

The policy review date is 10th January 2020.

Signed:.....*Gavin McWhirter*..... (Founder Director)

Date:.....10 / 1 / 2019.....