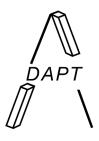# ADAPT studio.

Quality Assurance Policy

Policy Statement

The management and all who work at ADAPT studio are committed to providing the highest possible level of service in satisfying the requirements of their customers and suppliers.

This level of service is achieved through quality management and the adoption of a system of procedures that reflect the competence of the Company to all business relationships. To ensure that ADAPT studio achieve excellence in all its activities, ADAPT studio has implemented a formal quality management system.

Objectives

ADAPT studio has the following goals which underpin the quality management system:

- working in partnership with customers and suppliers to ensure that their needs are fully understood so that the right quality service is provided, within the specified time and in line with budget.
- to strive to achieve the principle of 'getting it right first time, every time'.
- providing a first-rate after-sales service which offers customers advice and support when required.
- actively seeking customer feedback to use as a format for continuous assessment and improvement.
- appropriate resources are provided in terms of facilities and relevant skills to fulfil client's needs.
- progress towards the quality objectives is monitored

Employer/Employee responsibilities

It is management's responsibility to ensure that all quality policy and quality objectives adopted have been made known to all employees. The success of this policy involves all staff and suppliers being individually responsible for the quality of their work, resulting in a continually improving working environment for all.

The directors are responsible for the implementation of a management structure that is based on the experience, quality and commitment of its management team. The directory have specific responsibility for ensuring that the management structure reflects the quality standard so that compliance with this Quality Policy is maintained and improved.

Isaac Moody
Director

Seline Natour
Director