

Quality Policy Statement.

Management and staff at Formation Media Ltd are dedicated to the principle of continual improvements in quality, reliability and unrivalled client service.

Our principal aim is to always provide our clients with the highest quality of work delivered by reliable, competent, technical expertise with dependable client service that conforms exactly to the agreed brief and terms of contract / appointment which includes any other underpinning relevant project specific, statutory and regulatory requirements.

The establishment of our Quality Management System (QMS) is therefore the foundation to build a company culture committed to continual improvement.



Our QMS is based on the requirements of BS EN ISO 9001:2015 and the company is totally committed to fulfilling these and other pertinent agreed requirements. The system has been developed to enable full integration of in-house, service / industry best practice and client specific requirements.

Our QMS provides a risk-based approach to thinking, managing opportunities and mitigation of risks, including the elimination of actual quality issues or other potential quality issues at the earliest stage possible. This in turn improves the overall efficiency of the organisation and supports with the achievement of the established quality objectives and customer satisfaction.

Top management will demonstrate leadership and commitment through the implementation of the QMS, including the formulation, monitoring and measurement of quality and improvement objectives.

This policy will be communicated to all employees, and when requested to interested parties.

Management will review this policy and formulate QMS objectives during management reviews to ensure its continuing integrity, effectiveness, compatibility and alignment with the context and strategic direction of the organisation.

| | |
|---|--|
|  |  |
| Martin Gordon Managing Director | David Dunlop HR / Quality Director |
| 9th September 2019 | 9th September 2019 |
| Reviewed for Effectiveness 11th November 2020 | |