

Novamedia Quality Assurance Policy

Novamedia was established in 1999 and we provide the following services to a diverse range of industries:

- ❖ Web design and production including back-end programming and database integration
- ❖ Online shop production
- ❖ Design and print services
- ❖ Email marketing
- ❖ Photography and video production
- ❖ Presentation production

We are based in Petts Wood, Kent and employ 2 full-time people.

Quality is important to our business because we value our customers and know that they expect the highest in quality results from us. 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:-

1. Constant gathering and monitoring of customer feedback
2. A customer complaints procedure
3. Selection and performance of suppliers
4. Training and development for our employees
5. Regular audits of our internal processes
6. Quality objectives which reflect our business aims
7. Regular management reviews
8. Custom-built job and task management system
9. Custom-built job progress tracking shared with customers

This policy is posted on the company website and can also be found in the company employment folder. The policy is updated annually.

The business owner has ultimate responsibility for quality but all employees have a responsibility within their own areas of work to help ensure that quality is embedded within the whole of the company.

The policy review date is 31 / 7 / 2011

Signed

A handwritten signature in black ink, appearing to be "A. Smith", followed by a period.

Date: 31 / 7 / 2010