



QUALITY ASSURANCE

Spiritmedia's quality policy is to achieve sustained, profitable growth by providing services which consistently satisfy the needs and expectations of its clients.

Our policy is structured to follow the Plan, Do, Check, Improve philosophy of the Total Quality Management movement.

Achievement of this policy involves all staff, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all. This policy is provided and explained to each employee by the Managing Partner.

To achieve and maintain the required level of assurance the Managing Partner retains responsibility for the Quality System.

The objectives of the Quality Assurance System are:

- a) To maintain an effective Quality Assurance System complying with International Standards ISO9001 (Quality Systems) and ISO 14001 EMS.
- b) To achieve and maintain a level of quality which enhances the Company's reputation with clients.
- c) To ensure compliance with relevant statutory and safety requirements.
- d) To endeavour, at all times, to maximize client satisfaction with the services provided by Spiritmedia.
- e) Full in depth description of the stages are appended below.

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Registered in Scotland No: SC226495
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Spiritmedia's full process may be described as:-

PLAN

- Planning

DO

- Implementation and Operation

CHECK

- Checking and Corrective Action

IMPROVE

- Management Review

Within these five elements there are 17 sub-elements

Planning

- 1 Environmental Aspects
- 2 Legal and Other Requirements
- 3 Objectives and Targets
- 4 Environmental Management Programs

Implementation and Operation

- 1 Structure and Responsibility
- 2 Training Awareness and Competence
- 3 Communications
- 4 EMS Documentation
- 5 Document Control
- 6 Operation Control
- 7 Emergency Planning and Response

Checking and Corrective Action

- 1 Monitoring and Measurement
- 2 Non conformance, Corrective, and Preventive Action
- 3 Records
- 4 EMS Audit

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