

douglas stafford®

When performance is *everything*.

QUALITY POLICY STATEMENT

Founded in 1989 Douglas Stafford is a recognised industry leader in evaluating performance through Mystery Shopping, Client Satisfaction Analysis, Client Contact Centre Initiatives and providing the solutions and know-how to improve them. All our programmes are tailored to suit and meet a Client's specific requirements and needs with the clear objective of making improvements in customer satisfaction and sales performance.

"When performance is everything" is not only our 'strap-line', but also the ethos that underpins all Douglas Stafford Products and Services. As we commit to improving our Clients' performance, we also recognise the need to demonstrate effective quality management and commit to continual improvement of our own services and processes such that we comply with all our legal, statutory and regulatory obligations.

In order to assist us with our stated aims, we have implemented and will maintain a management system that meets the requirements of ISO 9001:2008. This system provides us with a means of monitoring and measuring our processes and performance, providing a framework for communication, training and education and the setting of appropriate objectives and targets for continual improvement of our organisation.

Douglas Stafford's board of directors have committed to the Quality Management System

This Quality Policy is available to the public at our website: **www.douglasstafford.co.uk**

Considered 'uncontrolled' when printed