Quality Assurance Policy

Propellerhead Support Services Ltd specialises in the following activities:

- Software Development
- Web-site design and maintenance
- Product testing and RMA services
- Product technical support

The management of the company is committed to a policy of Quality Assurance throughout the company's activities, ensuring that the professional service quality satisfies the specific requirements of all its clients. It is the policy of the company to market only professional services of a quality that will merit and earn client satisfaction by performing all functions reliably and effectively.

This means:

- We find the solutions that best suit our client
- We meet and exceed our client's expectations in terms of both delivery and specification
- Every project is thoroughly supervised
- We are open and honest about deadlines and costs
- Our staff are trained to give a polite, efficient and friendly service
- We promote continuous improvement to refine and improve communication, control procedures and training to further improve our level of quality assurance.

The nature of our activities places particular emphasis and demands on the experience and expertise of the staff employed. High levels of responsibility and reliability are associated with all aspects of our work and a commitment to continued professional development and training exists to ensure that all staff are suitably qualified and equipped to meet these requirements.

The directors of the company have given the Quality Representative full authority to carry out the Quality Assurance Policy of the company, and all company personnel are required to co-operate with the Quality Representative in carrying out this task.

In addition the company operates an equal opportunities employment policy throughout all its activities.

Yours sincerely

Clinton Mee-Bishop
Director

Dated: May 2019
Review by date: May 2020