

QUALITY POLICY

It is the policy of the organisation to provide a range of services, which meet the requirements of its customers and quality standards, aiming for continual improvement and customer satisfaction through the involvement and participation of all levels of management, staff and other interested parties.

Firewater Creations Limited strives to provide clients with innovative design solutions, strong brand identity, increase sales and company/product awareness, high quality printed material and web solutions. Services go above and beyond the initial project brief to ensure full client satisfaction.

We are committed to continuous improvement and have implemented a Quality Management Policy to provide a framework for measuring and maintaining a high standard of quality in all aspects of our operations.

Client Requirements

Listen and understand the needs and aims of the client and define achievable goals. Deadlines are discussed and a project plan put into place with clear stages set out for both client and ourselves to meet.

Design

From the clients' aims, innovative design visuals will be supplied and discussed with the client to decipher which is best suited to the project. Throughout all stages of the design and discussions the end product eg.. Printed material/ web solution will be considered offering advice on cost and the most effective delivery methods.

Development

The agreed designs are then taken through to development stage to complete the project continually checking content and providing mock-ups and proofs to ensure the end product works to its full advantage.

Delivery

Final proofs are provided for client approval and all delivery details are checked. Client will be notified of delivery information to ensure smooth receipt of goods or services.

Sign Off

It is the client's responsibility to check ALL COPY and CONTENT for accuracy. NO responsibility for errors or omissions will be accepted by Firewater Creations one approval by the client has been received.

Please be aware that the colours on prints and pdf documents viewed on screen are not colour matched to the final printed job. If a true colour match is required, then a full machine proof should be requested. Any queries regarding colour, images, fonts etc please contact Firewater Creations Ltd.

Product Improvement

Feedback from customers, market needs, research and development are to be reviewed and relevant action taken to improve or implement new structures to ensure product improvement.

Product range expansion

Pursuit of new equipment, software or services that suit our expertise that may improve product efficiency and quality are to be constantly monitored.

Management is ultimately responsible for making balanced judgements. All effort is made to ensure that any other person in the organisation understands the quality procedure and that quality assurance is important to the success of our company and the success of our clients. Regular discussions will take place with all staff and freelance designers to constantly update our quality aims. Presenting ideas on how to improve quality standards will be actively encouraged and should be put forward to the company director.

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listen



target



design



grow