

QUALITY POLICY

Version 2.0

Stagestruck is an independent, integrated events company. We create, design, produce, and deliver events of any scale - literally anywhere in the world. Our team thrives on creating innovative solutions for events, ensuring that each experience is on brand, on message, and engages its target audience. We have all the relevant disciplines in-house, so our blue-chip clients' benefit from ideas that push creative boundaries, supported by reliable and professional delivery – and ultimately get more for their money.

We're committed to providing our clients with a service and delivery that consistently meets or exceeds their requirements. Our company values guide us in achieving this: Expertise, Imagination, Reliability, Care, and Agility.

To achieve this, we've developed and implemented a Quality Management System (QMS), which is integrated into our business systems and continually being improved. Our dedication to quality is evidenced by our commitment in meeting the requirements of **ISO 9001:2015**.

The purpose of our QMS is to ensure that our quality objectives, policies, and procedures are embedded into our daily operations and are adhered to at all times. We measure and monitor our performance, which enables us continually to improve our delivery. All our colleagues are aware of their individual responsibilities in complying with the requirements of our QMS.

In particular, we're committed to:

- Providing our clients with a quality service that meets or exceeds all applicable requirements / expectations in the simplest and most cost-effective way possible;
- Training all our colleagues to ensure they have the required skills and competences to perform their duties effectively and efficiently;
- Communicating with, explaining to, and engaging all relevant stakeholders, both internally and externally, around our QMS and its objectives.

It is the responsibility of every colleague to:

- Ensure compliance with the QMS;
- Enhance customer satisfaction through determining customer requirements upfront and subsequently ensuring that they are met;
- Investigate any quality problems and ensure that suitable improvement actions are implemented as soon as possible;

In addition, it is the responsibility of the Leadership Team to review the QMS and its objectives at regular intervals.

Date 01/01/2019



James Graham
CEO