

Version 2.2

Stagestruck is an independent, fully integrated creative agency delivering world-class experiences, events, and communications for global brands all around the world.

We are genuinely integrated, having all of the relevant disciplines and skills in-house, enabling our clients to benefit from ideas that push creative boundaries and deliver exceptional results.

We are committed to providing our clients with a service that consistently meets or exceeds their requirements and expectations. Our company values and behaviours guide us in achieving this as we are: Unapologetically detailed; Creative problem solvers; Genuinely integrated; No egos, just passion.

To achieve this, we've developed and implemented a Quality Management System (QMS), which is integrated into our business systems and is 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 adhered to at all times. We measure and monitor our performance, which enables us to continually improve our delivery. All our colleagues are aware of their individual responsibilities in complying with the requirements of our QMS.

We are committed to:

- Providing our clients with a quality service that meets or exceeds all applicable requirements and 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 with 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 in advance and subsequently ensuring that they are met.
- Investigate any quality problems or issues and ensure that suitable improvements are implemented as soon as possible.

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

Date: 17th April 2023



Paul Finch
Managing Director