



## **QUALITY MANAGEMENT STATEMENT**

Graffiti Media Group Ltd aims to deliver the highest quality of service to its clients, that demonstrate consistently high class standards of professionalism .

Graffiti Media Group Ltd operates a formal, documented management framework which complies with all requirements set by the Industry. All activities carried out by Graffiti Media Group Ltd which may have an impact on our service to our clients are controlled and regularly monitored to ensure that the highest standards are maintained throughout every aspect of the company, to satisfy our clients and encourage continual improvement and growth of the company and its reputation.

Our objective is to achieve complete customer satisfaction and success by providing a service which conforms to all relevant requirements of not only the Industry, but to meet every requirement of each individual customer. Our operations policy and procedure ensures that all work, from initial enquiry to completion and delivery, is undertaken conscientiously and in a manner which sets and maintains a professional and high standard of service.

Our operating protocol is simple yet diverse to ensure clarity and quality in every aspect of the company. Every member of our experienced workforce is required to follow the policies and procedures applicable to their area of employment.

All procedures and practises, routine or specialised, whether formally documented or personally monitored, are subject to regular analysis, beneficial criticism, updating and improvements. Our operating framework demands that activities are effectively controlled and undertaken according to company policy and the client requirements. To ensure these objectives are met we review our activities at regular intervals.

Graffiti Media Group Ltd is a continually expanding company, located Hampshire and operates on a worldwide basis. We provide marketing strategy solutions to clients including direct marketing, PR and web design.

All activities agreed to be executed by Graffiti Media Group Ltd are without fail processed and operated within the shortest timescale possible or to a predetermined schedule set by the customer.

Graffiti Media Group Ltd intends to operate efficiently whilst catering to every need of every customer. We aim to fulfil every requirement and exceed every expectation to our maximum potential, encouraging a resultant high level of well deserved respect and appreciation from our customers and suppliers. Along with this professionalism Graffiti Media Group Ltd has an extremely friendly and relentlessly helpful persona which, as a faultless combination, has led to build an excellent reputation for Graffiti Media Group Ltd, of which every employee and associate can be proud to be a part of whether large or small.