

Background

The Evolve Group recognises that its customers, when choosing The Evolve Group looks for :

- Quality in Product & Service
- Timeliness in delivery and installation
- An excellent Customer Service Experience
- Competitive Pricing

The Evolve Group goal is therefore 100% customer satisfaction 100% of the time.

The Evolve Group commitment to the quality of its products & services is laid out in this policy and accompanying documents (please see appendixes Checklists, Objectives)

The Policy

The Evolve Group Quality Management Policy is defined and strongly driven by the following principles and behaviours and in line with the EFQM eight Fundamental Concepts of Excellence*:

- Build a mutually profitable relationship with our customers, ensuring their long-term success, through the understanding of their needs and exceeding them
- Achieve our commitments for quality, cost and deliverance through comprehensive procedures and practices
- Commit to systematic research and use of best preventative practices at all levels to ensure reliable risk management and business continuity
- Drive continual improvement and innovation based upon efficient business practices, business processes, well defined measurements and KPIS and customer feedback.
- Develop staff competencies, creativity, empowerment and accountability through appropriate training and development

Continuous evaluation mechanisms are embedded within all service delivery, with client and staff feedback informing service planning and development.

Methods include:

- Client self-evaluation of service quality
- End of intervention evaluation and impact analysis
- Quarterly and annual service reviews by dedicated client manager

The Evolve Group strives to be the best print, signage, installation and digital marketing company in the industry.

Through the use of these principles and behaviours (and procedures) all The Evolve Group staff members are accountable for fully satisfying and exceeding our customers' needs and expectations.

***The EFQM eight Fundamental Concepts of Excellence (as copied from the EFQM website)**

The European Foundation for Quality Management

Adding Value for Customers

Excellent organisations consistently add value for customers by understanding, anticipating and fulfilling needs, expectations and opportunities.

Creating a Sustainable Future

Excellent organisations have a positive impact on the world around them by enhancing their performance whilst simultaneously advancing the economic, environmental and social conditions within the communities they touch.

Developing Organisational Capability

Excellent organisations enhance their capabilities by effectively managing change within and beyond the organisational boundaries.

Harnessing Creativity & Innovation

Excellent organisations generate increased value and levels of performance through continual improvement and systematic innovation by harnessing the creativity of their stakeholders.

Leading with Vision, Inspiration & Integrity

Excellent organisations have leaders who shape the future and make it happen, acting as role models for its values & ethics.

Managing with Agility

Excellent organisations are widely recognised for their ability to identify and respond effectively and efficiently to opportunities and threats.

Succeeding through the Talent of People

Excellent organisations value their people and create a culture of empowerment for the achievement of both organisational and personal goals.

Sustaining Outstanding Results

Excellent organisations achieve sustained outstanding results that meet both the short and long term needs of all their stakeholders, within the context of their operating environment.



Quality Management Policy