

Quality Statement for Bubble Creative Solutions Ltd

Founded on the basis of excellent customer service, Bubble Creative Solutions Ltd strives to offer businesses a fresh and exciting perspective to graphic design. From Design for Print or Digital Media we are a creative solution to all businesses with an emphasis on not only meeting, but exceeding customers expectations.

Quality Standards

The quality of our team and also our unique approach to working with our customers sets us aside from our competitors as does our blend of experience in graphic design and print management.

With one point of contact for all stages of the process, clients are assured they will not have to explain the same thing to many different staff. Through having one point of contact our clients can be sure to save time, and energy, but also be confident that deadlines are not missed as the person who took the brief, will be tracking it all the way to completion.

Our high standards of professionalism, reliability and quality of services are backed up with unrivalled customer support, something that we recognise is essential to continuously offer a quality service.

As part of our ethical and professional approach to working with businesses, we have set out the following 'Code of Ethics' that we strive to achieve at every opportunity:

- Develop and maintain long term partnerships with our customers
- Consistently offer inspiration and excellence throughout our services
- Provide our services with high levels of integrity and competency
- Endeavour to set the benchmark for customer satisfaction
- Continuously improve our own performance through personal development

Bubble Creative Solutions Ltd spend time getting to know more about a client and what they hope to achieve in order to ensure they offer the appropriate service to each individual client, for each individual project.

Bubble Creative Solutions Ltd is committed to providing high quality solutions, sourced wherever possible from UK suppliers, and will not work with suppliers who are unethical or unreliable in their approach.

Bubble Creative Solutions Ltd provides a high quality service by following these steps:

- Responding to all enquiries / queries within 2 working hours (where possible)
- Providing written quotations within 1 day
- Providing proofs for printed material within 48 hours of receipt of artwork
- Ensuring clients are kept fully informed of delivery dates
- Speaking with the client, and ideally meeting in order to ensure all orders and projects reach the clients satisfaction and are fit for purpose
- Being committed to its suppliers and having a strict policy to pay on or before due dates.

Customer Feedback

To assess and review the quality of our services we carry out an Annual Customer Service Review to ensure that our high standards are consistently achieved through the year.

This is an integral part of our business and initial feedback is that 100% of our customers will be using us for future projects – one of our key objectives. This confirms that our business is achieving and exceeding levels of customer satisfaction.

Our Customer Review is an annual process that will ultimately be the cornerstone of our success, as it will enable us to evolve and develop in alignment with our customer expectations and requirements.

Summary

We recognise that every organisation is unique with different management styles, cultures, ideas and completely unique employees. Consequently, our strategy is to provide an individual and professional service to our clients.

The fundamental basis for our service is supported by the above Quality Standards, Code of Ethics and Annual Customer Review and our objective is to consistently achieve very high standards that will result in building long term relationships with both new and existing clients.

Signature: 

Position: MANAGING DIRECTOR

Date: 28th Jan 2010

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