

Quality Policy

To Market's policy is to improve the quality framework and the quality of services that are delivered to our clients, in a way that improves customer satisfaction year-on-year. We maintain a quality management criteria that enables us to control the quality of the services that we provide to our customers and enables us to maintain a high standard in the quality of proposals, deliverables, and customer satisfaction. We are committed to the improvement of the quality of the services that we provide and to the increased satisfaction of our customers

Quality Objectives

To Market will strive to provide optimum satisfaction as judged by the client, whilst recognising that there can be no compromise on the objectivity and integrity of the advice and support we give. We will endeavour to ensure that our assignments:

- ◇ meet or exceed the client's expectations,
- ◇ fulfill our contractual commitments,
- ◇ represent value for money,
- ◇ make a contribution to our business goals and objectives,
- ◇ are profitable,
- ◇ and are ethical

In pursuit of these objectives, we will ensure that we:

- ◇ maintain and develop professional expertise through continual professional development,
- ◇ proactively seek and measure client satisfaction in order to maintain continuous improvement in service delivery,
- ◇ work closely with our customers, suppliers and partners to achieve business and quality objectives,
- ◇ deliver services of the highest practicable quality, reliability and consistency that meet our customers' requirements

Signed:

Jo Sealy

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