



# Quality Service Policy

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# Section 1

## **INTRODUCTION**

We, Pantehnicon's partners and personnel, pride ourselves on providing a highly professional service at all times. Naturally we have to recognise that external forces beyond our control may have a direct or indirect influence on delivery of that service at any time, but every effort will always be made to maintain the best possible service.

Our experience and systems combine to protect our good name when and wherever possible to ensure we meet our clients' expectations within the framework of a contract.

We strive to maintain a quality service in the following areas:

- Meeting our promises to a client or prospective client in accordance with the original response to a brief and subsequent contract
- Keeping a client fully informed of progress (or problems) throughout the schedule of a project
- Adding value to our work for a client where and whenever possible at no cost or detriment to the overall quality of service
- Always having backup to ensure a project does not suffer if key staff are ill or indisposed
- Providing our service in a professional friendly manner at all times
- Respecting clients' staff and their contribution to any project
- Complying with clients' terms and conditions of business and their statutory work and staff policies at all times
- Ensuring that our staff have regular training and exposure to the latest systems, computer software, industry hardware and creative influences
- Always delivering our service within the stated schedule and the agreed budget unless our client has made changes to the original contract.

We can divide our service offering into two main areas:

- Internal systems
- External systems

In addition, we closely observe our relationship with freelancers, suppliers and sub-contractors which is summarised below.

# Section 2

## **INTERNAL SYSTEMS**

### **2a - Definition**

All quality systems and practices employed at Pantehnicon's studios at:

The Glassmill, 1 Battersea Bridge Road, London SW11 3BZ

### **2b - Staff**

- Must take responsibility for the quality of the output of their department at all times
- Will receive regular training for the job that they are undertaking
- Are expected and encouraged to keep abreast of new technology, new systems and new creative trends affecting their departments and area of responsibility
- Will be provided with the latest equipment, computer software and support systems to enable them to maintain the highest standards
- Are contracted to 37.5 hours per week after which they are paid overtime to reflect the standards and commitment that we expect of them
- Each member of staff has direct support from at least one workmate who will provide cover in the event of high workload or illness to ensure service delivery at all times (See chart below)
- Each member of staff must have two external freelance experts in their field to provide additional support in case of emergency. Their availability must be reviewed and checked regularly for assurance of their talent and availability
- Must keep detailed financial records on every project
- Must file all correspondence and log all client and supplier contacts appropriate to every project to enable that member of staff to produce a full financial or communications record for a client if required
- Are made fully aware of the budget and schedule on every project and expected to maintain a close control on all such areas of a project.

### **2c - Systems**

Pantehnicon employs recognised industry systems and best practices in every area of the company's work. We review systems regularly to ensure our standards.

Health, safety, fire and equipment regulations are followed scrupulously.

Working methods and systems are reviewed and updated regularly.

Such systems, practices and equipment are considered at weekly studio meetings.

# Section 3

## **EXTERNAL SYSTEMS**

### **3a - Definition**

All quality systems and practices employed by Pantehnicon's personnel, suppliers and sub-contractors working at locations other than at The Glassmill.

### **3b - Staff**

- Will take responsibility for a clients' project just as they would at Pantehnicon's office premises
- Will work to the most professional standards at all time
- Must understand that they represent Pantehnicon and our clients so will behave correctly and responsibly at all times when working away from base, even during 'private' or 'free time'
- Must ensure that Pantehnicon's sub-contractors and suppliers behave likewise at all times on location
- Must observe the health and safety procedures of the external location (client premises, hotel, conference venue etc)
- Must conduct themselves with the utmost respect for employees of an external venue, for members of the public and for local suppliers and sub-contractors when on location.

### **3c - Systems**

Our staff, freelance employees and sub-contractors will undertake industry best practices to ensure that all work undertaken away from Pantehnicon's base is well organised, planned with due consideration to the schedule and budget, and maintains the very highest quality standards afforded by the brief.

# Section 3

## **FREELANCE STAFF, SUPPLIERS, SUB-CONTRACTORS**

Pantehnicon relies on the services of a wide range of external suppliers. They are employed and contracted only when they have adequately demonstrated the highest standards of professionalism in all aspects of their creative work, their use of best practice systems, and their friendly, amenable behaviour.

It is impressed on them that they represent Pantehnicon and our client(s) on every project. Poor performance or behaviour which does not meet our high quality standards will not be tolerated.

At first contact, they will be presented with Pantehnicon's policies on:

- Health and Safety
- Equal Opportunities
- Terms and Conditions
- Quality Service

The individual or company will only be employed by Pantehnicon following written acceptance of (and compliance with) each of these policy documents. Their performance will then be closely observed and assessed prior to further work being awarded to them.

*(As a result of this policy, we have relationships with some suppliers that span twenty years).*