

QUALITY MANAGEMENT STATEMENT

As an organization Mark Bowden Design is committed to the provision of high quality design services to commercial and private clients. We endeavour to apply appropriate levels of quality management to the execution and delivery of all the design projects that we undertake. This is in order to ensure the satisfaction of our clients and compliance with relevant legislation.

We will apply the following methodology in order to execute a project: -

- We will develop and establish a clear design brief and scope of service with the client.
- We will communicate the design brief to all members of the design team ensuring that the client's aims and objectives are fully understood
- Upon inception of a project we will assign a project director in order to maintain correct and clear communication with the client throughout the project duration.
- We will Review progress of the design work at relevant intervals to ensure that the client's requirements are met.
- We will involve the client in all key decisions pertinent to the direction and implementation of the design work.
- We will appoint appropriate team members and freelance associates in order to complete the design work to a high standard within the scope of the project.
- We will ensure all design team member's skills and competency is commensurate with the work allocated.
- We will monitor the progress of projects and subject them to review at appropriate times. These will take the form of meetings, email exchange and / or phone calls. This review process will address client feedback, design direction, project implementation and any relevant legislation and design standards.

For **MARK BOWDEN DESIGN**



Mark Bowden