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Quality Policy Statement



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Arnold Jones Associates Design Ltd (AJA Design) is fully committed to a quality policy that will ensure that all of its design services fully meet the requirements of its customers at all times. The goal of the company is to achieve a high level of customer satisfaction at all times.

AJA Design believes in the concept of client and supplier working together in pursuing this policy and in continually striving for improvements in service quality.

The quality policy is based on 3 fundamental principles:

1. Ensuring that AJA Design fully identifies and conforms to the needs of its customers.
2. Looking at its service provision processes, identifying the potential for errors and taking the necessary action to eliminate them.
3. Ensuring all staff understand how to do their job and doing it right first time.

To ensure that the policy is successfully implemented, staff will be responsible for identifying customer requirements, and ensuring that the correct procedures are followed to meet those requirements.

Objectives needed to ensure that the requirements of this policy are met and that continual improvement is maintained in line with the spirit of the policy, will be set, determined and monitored by the management.

The quality policy principles and objectives will be communicated and available to staff at all times. Training will be an integral part of the strategy to achieve the objectives.

AJA Design will constantly review and improve on its services to ensure tasks are completed in the most cost effective and timely manner for the benefit of all its customers.

The company will ensure that all its personnel understand and fully implement the company's policies and objectives and are able to perform their duties effectively through an ongoing training and development programme.