

Quality Assurance Policy

Our quality assurance policy is based on our principles and values, as stated in our company mission statement. Commtacs believes in bringing deaf and hearing people together to create an environment where signing provides access for all. We feel we are unique in being a private company striving towards this goal.

We follow a Quality Management System to ensure we maintain effective business processes. This system makes sure our services are of a consistently high standard and fully meet our customers' needs.

The company pursues the following goals in the field of quality assurance:

- Strict compliance of the company's services with international, national, and corporate standards and requirements.
- The professional and technical level of the services must correspond to or exceed that of the leading enterprises and companies operating in the UK market.
- Responsibility to customers for the quality of the services delivered.
- Cost efficiency of the services as compared with other companies operating in the market.
- Development and implementation of new services that fully satisfy our customers' needs.
- Continuous monitoring of complaints and claims from customers, and aim to maintain these at zero.
- Employing professional staff possessing as a minimum the basic vocational qualifications required of their positions along with a minimum of 3 years professional experience, and providing services of high quality.

The Director is ultimately responsible for quality but all employees are encouraged to be responsible for the quality of the service or product that is within their direct responsibility.

This Quality Assurance policy is reviewed annually.

A Irvine
Director
COMMTACS learning & development