



# Global Broadcast

*Your worldwide solutions partner*

## **Quality Statement**

Global Broadcast & Communications Associates Ltd

Developing Ideas that shape the way our installations fit around you.

Global Broadcast is committed to provide a top quality service to our clients and uses the EFQM Business Excellence Model as its Quality Framework.

We are committed to ensure Quality at all key customer interface points as follows –

Marketing/Advertising – we will accurately describe the services we provide and any products we supply so our customer is never in any doubt.

Contracting – we will be open and clear about our own and our clients responsibilities in all contract documentation.

Delivery – we will seek excellence in delivery of our services and maintain that in the support from our company that follows the installations.

Evaluation/after sales – our evaluation will include user issues and monitoring ongoing use of the installation, together with internal quality assurance procedures. Complaints will be dealt with in a timely manner.

Billing/Invoicing - we will endeavour to ensure that all invoices are correctly made up and that we charge only for items specified in the contract or agreed variations thereto.

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