

Quality Assurance Policy

1. Real Arts Workshops (RAW) believes that its market expects a continually improving service. We aim to continually improve the service we provide to meet our clients requirements and to produce high quality work that we can justifiably be proud of.
2. RAW aims to achieve the above by implementing a management system that complies with a commitment to meet the requirements of our clients, learn from customers feedback, as well as legal and regulatory requirements. Also to continual development of their systems and helping to ensure it remains effective.
3. Only by providing an outstanding service and product quality will we achieve our aims of long term success and sustained improvements.
4. All personnel within the company are responsible for the quality of their work. The company provides training and has established systems to assist all personnel to achieve the standards required. All of our policies can be found on our website and other resources are available in a password protected Staff Area which is shared with our staff.
5. While we endeavour to produce work and offer a service that we can be proud of, we have to recognize that we don't always achieve our own standards.
6. When a customer complains, we are committed to investigating the complaint and will do our best to put right all justified complaints. (see our Complaints Policy).
7. The objectives of this company are set out in the Business Plan and in our Vision and Mission Statements on our website. Objectives for individual jobs are to carry out the works to the satisfaction of the client and in accordance with the contract as agreed with the client.



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