

Quality management statement

IdeaFarm Ltd

Registered office: IdeaFarm Ltd ,Sunnybrook House, 26 Moss Lane, Bollington, Macclesfield, Cheshire, SK10 5HJ

Registered in the UK No 07060446, Registered for VAT no 985 9371 53

Quality management statement

Idea Farm Limited was established in 2009 to provide digital services to the education industry and member based organisations. We are based in Macclesfield, Cheshire.

The quality of our service, products and support is fundamental to the success of our business. In today's digital marketplace transparency is inherent in the products that are produced. We strive to provide our customers with products and services which meet and even exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- Regular gathering and monitoring of customer feedback
- A customer complaints procedure
- Selection and performance monitoring of suppliers against set criteria
- Training and development for our employees
- Regular audit of our internal processes
- Measurable quality objectives which reflect our business aims
- Management reviews of customer feedback and complaints

Being a small business our internal procedures are reviewed regularly and quality of product is naturally ingrained in the ethos of the company.