

QUALITY MANAGEMENT STATEMENT

January 1 2021

Pitch Factory Limited was established in 2013 to provide consultancy services and leading-edge marketing technology solutions to the companies interested in promoting their products and services to businesses (B2B). We are based in London and New York and employ 5 people.

Quality is important to our business because we value our customers. 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:

1. regular gathering and monitoring of customer feedback
2. a customer complaints procedure
3. selection and performance monitoring of suppliers against set criteria
4. training and development for our employees
5. regular audit of our internal processes
6. measurable quality objectives which reflect our business aims
7. management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly and are held in a Quality Manual, which is made available to all employees.

This policy is provide to all employees on joining and available on our virtual staff notice board.

Though the Managing Director has ultimate responsibility for Quality all employees have a responsibility within their own areas of work so helping to ensure that Quality is embedded within the whole of the company.

This policy is reviewed annually (as dated).