

## Business Process

### Key aim

To deliver to clients the products and services that meet their requirements in a way that ensures they are delighted with the result and will return for further goods and services.

This will be achieved by:

- establishing exactly what the client requires
- tailoring our services to suit those requirements
- explaining clearly how the project will develop
- agreeing in writing the project parameters
- asking the client to confirm in writing that he/she/they wish us to start the project
- liaising with the client on any technical points arising during the project life
- keeping the client informed at every stage of the project
- unflinching record-keeping recording all stages of project
- delivering the products/services on time and in the format required by the client
- pro-active follow-up within a few days of delivery to check delivery
- remedial action within 7 days if there has been any problem or dispute
- providing details of professional bodies and trade associations if any dispute has not been able to be settled

### Completion

A successful and cost-effective project for both parties is defined by:

- a high quality output where no revision is needed
- good preparation, including allocation/collection of appropriate resources before commencement
- minimum points of ambiguity in perception of text and its message
- clarity of communication between client and business and minimal exchange of superfluous communications
- complete agreement throughout the project by client and business
- prompt payment by client
- COMPLETE CLIENT SATISFACTION BOTH DURING AND AFTER COMPLETION OF THE PROJECT

### Review

- Analysis of all projects to note positive and negative (if any) outputs
- Evaluation of ways to improve the process or any aspect of it.
- Implementation of any resultant changes to improve service for ALL clients

*Success with any quality management system goes beyond strict conformance with regulation and good record-keeping. Procedural QMS must be supported by the collection of values, expectations, behaviours and relationships that exist within any organization - the 'quality culture'.*