



QUALITY ASSURANCE POLICY

Bluemoon's Quality Management system closely follows the guidelines of The Small Business Standard, which is closely aligned to ISO 9001.2000.

Established in 2006, Bluemoon is based in the South West of England and is committed to providing its clients with high quality photography suitable for use across all media.

Valuing and meeting the needs of each client on an individual basis, Bluemoon's service is designed to exceed client expectations, ensuring the best client service and photographic results. Before, during and after carrying out a contract, Bluemoon liaises with the client to ensure they are happy with the level of service and the work carried out.

Committed to continuous improvement, Bluemoon has established a Quality Management System which provides a framework for checking and improving performance and ensure consistent delivery:

1. Regular gathering and monitoring of customer feedback
2. Keeping up to date with the latest camera equipment, digital software, and current photographic styles
3. Technical training and development where required for myself
4. Risk assessments against each project
5. Dedicated project management for delivery.
6. Our clients can be assured that Bluemoon has both Professional Indemnity and Public Liability insurance. Certificates are available on request.

Bluemoon has the following processes and procedures in place to meet its policy of continuous improvement and customer satisfaction:

1. Regular client reviews
2. Monitoring of customer complaints.

Bluemoon takes full responsible for quality, striving to maintain very high standards and providing its clients with access to its quality policy via its website.

This policy is renewed annually.

SIGNED

For Bluemoon