

Quality Assurance Policy

Last Updated: Wednesday, 11 February 2009

Introduction

Lawrence Stromski established himself as a sole trader in 2006 providing services of Lighting Designer, Technician, Programmer, Operator and Draftsperson to the Corporate events, Live Music, Theatre, Opera, Dance and Environmental lighting sectors.

With all our clients, expectation is of key importance as a large part of the process takes place without the final design product to refer to. Examples of this are the concept and design discussions, planning stages and implementation. Through all of these stages, I aim to exceed client expectations through the steps laid out in this document. The highest aim is always to produce high quality work, check quality satisfaction with clients and find ways to improve future projects.

Quality Management System

The steps outlined here are taken from guidance given in ISO 9001 quality standards

- | Gathering customer opinions through surveys available online, by email and post.
- | Providing facilities for customers to leave unprompted feedback or comments on specific issues also through the website, by email and in written form.
- | Yearly updates to various training courses in which certifications are already held. Some of these are:
 - | Practical Pyrotechnics – Safety Awareness.
 - | Lyon Working At Height Awareness.
 - | Medicman Emergency Aid – Appointed Persons.
 - | Train The Trainer courses (two certificates currently held for different organisations).
 - | Membership to the Equity Union and agreement to adhere to union regulation.
 - | Membership to the Association of Lighting Designers and agreement to adhere to association rules.
- | Using a range of suppliers for hire and sales of goods and services related to the contract. All subcontracts are evaluated with the client and sent to two or more suppliers where possible and appropriate.
- | Regular updating of information relating to my business and activities including the web site and documentation used in communication with customers.
- | Regularly produced information including contacts, invoices, receipts and summary data of a project is stored in bespoke databases using Microsoft Access. These databases input data into final customer forms such as invoices

insuring continuity and quality between all documents. This database is regularly audited and checked for continuity of data.

- | All documents and paperwork produced is given a standardised set of information including date, time, project numbers/names, produced by signatures and version numbers to allow tracking and verification.
- | Paperwork is regularly and randomly checked against past paperwork to insure standards of quality are maintained, particularly in the areas of CAD plans.
- | All electronic data is protected by near continuous backup through RAID and bi-monthly online snapshot backups.

Policy Availability

This policy is available primarily on the web site www.stromski.com. All clients shall be informed of the link to this document on commencement of a new contract.

The policy will also be available by email and as hard copy on request from any client or persons with interest in business activities.

This policy is regularly reviewed to insure constant embedding of the ideas laid out here in the ongoing contracts and engagements.

The policy will also be reviewed once yearly or more often for changes and improvements to be made. Current clients will be informed when changes are made.

This policy was created by Lawrence Stromski.