

Quality Assurance

At Forte Marketing, we strive to consistently deliver products and services that not only meet but exceed customer expectations. Quality assurance is integral to our business operations as we value our customers and all other stakeholders.

To achieve our quality objectives, we have established a robust Quality Assurance Management System that provides a structured framework for measuring and continuously improving our quality performance.

Scope

This policy and associated procedures apply to all management, employees and contractors working for the company.

Our Commitment to Quality

The following policies and procedures are in place to support our quality goals and align with our Quality Assurance System and continually improve our services:

- 1. Project Management Quality Process:** As a team, we are committed to following the steps outlined in Forte Marketing's Project Management Quality Process manual to ensure every project meets our and our client's expectations.
- 2. Our Code of Conduct:** To ensure we produce quality work in an enjoyable, professional environment while maintaining our high standards, every team member adheres to Forte Marketing's Code of Conduct.
- 3. Customer Feedback:** We regularly gather and monitor customer feedback to understand their needs, expectations, and satisfaction levels. This feedback helps us identify areas for improvement and opportunities to enhance our products and services.
- 4. Corrective and Preventive Action:** We ensure that any variations from our quality standards are promptly addressed and measures are implemented to prevent recurrence.
- 5. Supply Chain Management:** We carefully select and continuously monitor the performance of our entire supply chain. By maintaining effective supplier evaluation and management processes, we can ensure the quality of materials and services provided by our suppliers.
- 6. Employee Training and Development:** We believe in our employees' continuous growth and development. Therefore, we provide on-the-job and formal training opportunities to enhance their knowledge and skills, enabling them to contribute effectively to our quality objectives.

7. **Internal Quality Audits:** We conduct regular audits of our internal processes to assess compliance with quality standards and identify areas for improvement. These audits help us maintain consistent quality levels and ensure adherence to our quality management system.
8. **Measurable Quality Objectives:** We set specific and measurable objectives aligning with our overall business and clients' aims. These objectives guide our efforts to improve our quality performance and ensure customer satisfaction continuously.
9. **Management Reviews:** Our management team regularly reviews results, customer feedback, and complaints. These reviews provide insights into the effectiveness of our quality management system and enable us to make informed decisions for further improvement.
10. **Business Operations Manual:** We regularly review and update the Forte Marketing operating manual to ensure management and employees understand the fundamental operational tasks that ensure consistency and quality within Forte Marketing.

While management is responsible for quality, we emphasise that every employee has a role to play in ensuring quality within their respective work areas. By understanding and fulfilling their responsibilities, our employees contribute to embedding a culture of quality throughout the organisation.

Through our unwavering commitment to quality assurance, we aim to continually enhance our solutions, the results our work delivers and overall customer experience.

Responsibility and Review

This Quality Assurance Policy is the responsibility of the Management of Forte Marketing. This policy was updated in July 2023 and will be reviewed in July 2024.