



Quality Management Statement

At WDF Productions, we care about our customers and want our services to be remarkable. We want our customers to be satisfied and happy with our services.

Each project is assigned an in house named contact who is responsible for ensuring that the required resources and time is allocated. We ensure that we understand our customers values and requirements for the project and ensure that these are implemented within the project with the aim of creating a quality output every time.

We welcome feedback from our customers and actively look for ways to improve on areas lacking.

Our customer charter is to:

- always provide an efficient and effective service
- treat our customers fairly and respectfully
- adopt a clear and transparent approach to each stage of the project
- keep our customers updated throughout the project
- keep our promises and appointments

Standards to which we measure these are:

- whether projects are completed within given time frames
- acknowledging emails within 24 hours and responding to emails within 5 working days
- responding to requests for quotes within 2 to 5 working days
- responding to letters within 14 working days.