



QUALITY MANAGEMENT POLICY STATEMENT

Company: TipTop Media Management Limited

Statement Type: Quality Management Policy

TipTop Media Management Limited (reg no. 04248985) was established in 2001 and provides document storage, media storage, scanning and recycling services for both the private and public sector. We are based in Enfield, North London and employ three full time members of staff.

Quality is important to our business because we value our customers. We strive to provide our customers with document and media storage services and products which meet and exceed their expectations.

We are committed to continuous improvement and have established a QMS (Quality Management System) by way of an Operations Manual, which provides a framework for measuring and improving our ongoing performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:


1. Regular gathering and monitoring of customer feedback and complaints
2. A documented customer complaints procedure
3. Selection and performance monitoring of suppliers against set criteria
4. Training and development for our employees
5. Regular audit of our internal processes to drive continuous improvement and best practices
6. Measurable quality objectives which reflect our business aims
7. Management reviews of audit results, customer feedback and complaints

Our internal procedures (as detailed in our Operations Manual) are made available to all stakeholders.

This policy statement is posted on the Company Notice Board, found in our staff handbook and available as a PDF document on our internal intranet.

Though the Managing Director has ultimate responsibility for Quality, all TipTop Media Management Limited staff have a responsibility within their own areas of work to meet or exceed the needs of our customers, so helping to ensure that Quality is embedded within the whole of the company.

The annual policy statement review date is 11th August 2021.

Signed: .....(Managing Director)

Date: 20.08.2020.....