

Quality Policy

At Proactive AV, providing our customers with the best service is the heart of our business. We have been operating since 2004 and during that time, we have installed thousands of audio visual solutions, including interactive whiteboard projects, projector and screens, in hundreds of school classrooms, halls and meeting areas.

It is the policy of the organisation to provide a range of services, which meet the requirements of our clients, so the quality criteria and projects are delivered on schedule at the agreed price. All work is carried out cost effectively in a timely manner, and in accordance with the highest professional standards. Our aim is for continual improvement and customer satisfaction through the involvement and participation of all levels of management, staff and other interested parties.

This quality policy has been established to ensure that:

- It is appropriate to the purpose of the organisation, and exceeds the expected level of client satisfaction and the needs of other interested parties
- Commits to meeting our requirements and we are continual improving
- Ensures that all resource requirements are established and available
- Provides a framework for establishing and reviewing quality objectives
- Demonstrates top management commitment and ensures the quality objectives are communicated, understood and implemented at appropriate levels of the organisation
- Is regularly reviewed during our management review meetings for suitability and effectiveness and address continual improvement and client satisfaction

Management is ultimately responsible for making balanced judgements, assessing the significance of variations and taking decisions. In arriving at such decisions, the quality and personal integrity of staff are of fundamental importance to us. In this context, all effort is made to ensure that each person in the organisation understands that quality assurance is important to our future, how they can assist in the achieving this, and are stimulated and encouraged to do so.

This policy is approved and endorsed by the Proactive Learning Ltd management and all personnel are guided by the contents of the management system, to promote our inter-disciplinary culture and ensure that clients receive a depth and breadth of service unrivalled within our sector.