**Quality Management Organisation Procedures**

Bi-weekly company meetings – minutes of these meetings are written and emailed to all participants

Quarterly appraisals – these are documented and saved on the individual employee HR files and emailed to the relevant individual. These outline improvements and objectives moving forward

Annual appraisals – these are more detailed than the quarterly reviews but same structure and process.

Complaint’s procedure – dealt with as necessary. Customer complaint is acknowledged and reviewed with the relevant employee. If the meeting highlights an area(s) whereby a process hasn’t been carried out or indeed quality of work is not acceptable this is addressed and measures put in place and reviewed again at a later date. If the employee continues to not meet standards, adhere to procedures then the disciplinary process is actioned as necessary.

Appraisals, disciplinaries and any complaints are all recorded on the individual employee file