



## **Capital Sound Hire Ltd Quality Management Statement**

Capital Sound is a hire service company supplying first class Public Address Sound equipment and bespoke audio solutions;

### **Capital Sound's Commitment to Quality**

"With over 30 years of experience, our knowledge makes us one of the leading Sound Hire Company's in Europe. Our continued investment into the latest equipment ensures we remain at the cutting edge of audio technology, and our aim is to provide our clients with the best quality available"

Capital Sound is committed to delivering the very highest standards, and continually monitors its internal operation and client procedures using the following processes:

- A weekly technical meeting discussing the forthcoming events.
- A monthly meeting with all staff members to discuss and review company operations.
- Development training for internal staff
- Development training for external crew
- Annual personnel appraisals
- Risk assessment on all jobs
- Health and Safety checks with documentation
- Regular management reviews
- Event audit, budgeting and reconciliation.
- A Crew boss supplied with all event jobs
- Customer Complaints procedure

This policy is available through our website, or is available upon request.

The Managing Director has the ultimate decisions towards quality and standards, and the employees have a responsibility within their own areas of work to ensure the quality is embedded within the company.