

Version QA.1

Stagestruck is an independent, fully integrated creative agency delivering world-class experiences, events, and communications for global brands all around the world.

We are genuinely integrated, having all of the relevant disciplines and skills in-house, enabling our clients to benefit from ideas that push creative boundaries and deliver exceptional results.

We are committed to providing our clients with a service that consistently meets or exceeds their requirements and expectations. Our company values and behaviours guide us in achieving this as we are: Unapologetically detailed; Creative problem solvers; Genuinely integrated; No egos, just passion.

To achieve this, we operate to the principles of our parent company's Quality Management System (QMS), which has been accredited in the UK under ISO 9001:2015. This QMS has been integrated into our business systems and is continually being improved and updated for regional differences.

The purpose of our QMS is to ensure that our quality objectives, policies, and procedures are embedded into our daily operations and adhered to at all times. We measure and monitor our performance, which enables us to continually improve our delivery. All our colleagues are aware of their individual responsibilities in complying with the requirements of our QMS and its importance within our businesses.

We are committed to:

- Providing our clients with a quality service that meets or exceeds all applicable requirements and expectations in the simplest and most cost-effective way possible.
- Training all our colleagues to ensure they have the required skills and competences to perform their duties effectively and efficiently.
- Communicating with, explaining to, and engaging with all relevant stakeholders, both internally and externally, around our QMS and its objectives.

It is the responsibility of every colleague to:

- Ensure compliance with the QMS.
- Enhance customer satisfaction through determining customer requirements in advance and subsequently ensuring that they are met.
- Investigate any quality problems or issues and ensure that suitable improvements are implemented as soon as possible.

In addition, it is the responsibility of the Senior Leadership Team to review the QMS and its objectives at regular intervals.

Date: 23<sup>rd</sup> February 2024



Paul Finch  
Managing Director