

Andante [UK] Ltd

Quality Policy

ANDANTE is committed to providing the highest standards of service to all customers without exception. Our policy is one of continuous improvement with focus on the following objectives:-

- Focussing on customer needs and expectations by delivering an impartial, confidential service aimed at exceeding their expectations.
- Understanding clearly the requirements of customers and establishing clear and unambiguous Terms of Reference and measurable objectives.
- Offering cross functional services and support targeted at providing tangible improvements in corporate performance and meeting commercial needs.
- Delivering high quality, value for money services at competitive rates using modern knowledge and techniques.
- Communicating honestly and promptly with our customers and offering advice and comment which can be substantiated and stand scrutiny.
- Ensuring every employee takes responsibility for customer satisfaction and address dissatisfaction with corrective and preventative actions.
- Compliance with the relevant regulatory standards and requirements
- Ensuring that the standards of service delivery are maintained through assessment and accreditation with independent nationally recognised accreditation bodies
- Inspiring confidence and trust in customers, Regulatory bodies and Competent Authorities
- Ensuring that the client is offered the opportunity of giving feedback at the conclusion of an assignment and that such feedback is acted upon where necessary.

Steve Potts

Senior Partner, ANDANTE Management Solutions Ltd

April 2009[↑](#)