

Quality Management Statement TpEBO / Client Focused Coaching

TpEBO / Client Focused Coaching was established in 2005 to provide facilitation, consulting and coaching services individuals, groups and teams. We operate internationally and are based in Voorschoten, The Netherlands and operate as a sole trader using consultants / experts when needed on client projects.

Quality is important to our business because we value our customers. We strive to provide our customers with services that meet and even exceed their expectations. We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:-

1. Regular gathering and monitoring of customer feedback
2. A customer complaints procedure
3. Selection and performance monitoring of suppliers against set criteria
4. Training and development of our team
5. Ongoing review of our internal processes and procedures
6. Measurable quality objectives which reflect our business aims
7. Reviews of audit results, customer feedback and complaints
8. 100% refund policy

Although Sinead Hewson the owner of TpEBO has ultimate responsibility for Quality; all team members and sub-contractors have a responsibility within their own areas of work to ensure that Quality is embedded within the entire company.

Signature

A handwritten signature in green ink that reads 'Sinead Hewson'.

Sinead Hewson

Position in Company:

Owner

Date:

25th July 2011