

Quality Policy

Ark-H has a rigorous approach to Quality Assurance – one which has been tried and tested under the microscope of the QA standards set by exacting clients and measured against international standards.

We believe that the highest quality service is something that our clients have the right to expect as standard and that our staff should deliver as a matter of course. The company invests in the training of its staff to understand and be committed to total quality; and actively seeks feedback from clients in search of improvement.

We are confident that Quality can best be achieved by:

- Attention to detail
- Adherence to intelligent procedures
- A corporate ethic of total customer care
- A commitment to continuous improvement

The company operates a detailed set of policy procedures, encapsulated in the Environmental & Quality Manual – which is made readily available to all staff at all times.

The Environmental & Quality Manual defines the management organisation responsible for Quality. The Managing Director is authorised and responsible for implementing the Quality Management Systems as defined in the manual. The systems implemented are as defined by ISO 9001:2008 and ISO 14001:2004.

The company is a member of all the relevant trade and industry bodies (IPM, DMA, etc) and Directors of the company sit on the response council of the DMA. Ark-H is a DMA approved Response Management Partner.

It is our contention that Quality is about people. Whilst Ark-H is proud of its Quality systems and accreditations, which we are confident, are amongst the best in our sector, we are fully aware of the fact that it is our staff that maintain and deliver that quality to our clients. We are also aware of the need to entwine our belief in Quality with our commitment to our environment.

For this reason, in parallel with our Quality Assurance standards the company also remains committed to its important Investors in People standard and to the targets and aims of our accreditation to ISO 14001:2004. This statement, backed by our staff, reflects the company's complete commitment to Quality, Community and Customer Care.

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