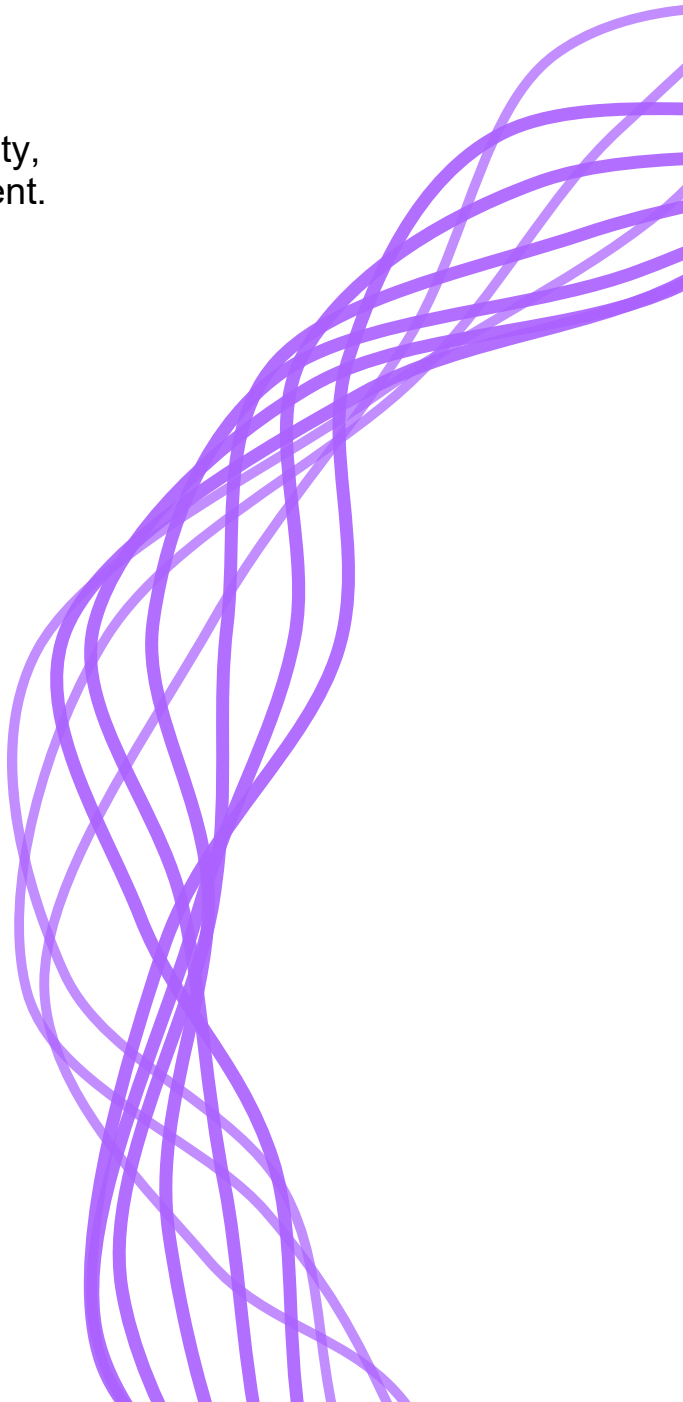
doublespark®
Internet Marketing

Doublespark Ltd Quality Assurance Policy

Our commitment to consistent service quality, reliable delivery and continuous improvement.



Doublespark Ltd
Company Policies

3 November 2026

doublespark®
Internet Marketing

Quality Assurance Policy

Company Policy | Version 1.0

POLICY OWNER Gary Cottam, Managing Director	**APPROVED BY** Gary Cottam, Managing Director
EFFECTIVE DATE 3 November 2026	**NEXT REVIEW DATE** 3 November 2027
REVIEW FREQUENCY Annually	**DOCUMENT VERSION** 1.0

1. Our Commitment

Doublespark Ltd is committed to delivering high-quality digital marketing, website development, hosting and consultancy services that meet our clients' agreed requirements and expectations.

We aim to maintain consistent standards of workmanship, communication, reliability and customer service across all projects and ongoing services.

2. Quality Management

Our approach to quality assurance is based on the following principles:

- **Client Requirements:** We establish project objectives, deliverables and expectations before commencing work.
- **Planning and Delivery:** Projects are planned and managed using appropriate internal processes to maintain quality and consistency.
- **Quality Checks:** Work is reviewed and tested as appropriate before delivery, publication or implementation.
- **Communication:** We maintain regular communication with clients regarding project progress, changes and issues.
- **Issue Resolution:** Problems, errors and client concerns are investigated and addressed promptly and proportionately.
- **Continuous Improvement:** We review our working practices and use client feedback and project experience to identify improvements.

3. Responsibilities

Company Directors are responsible for maintaining appropriate quality standards and ensuring that team members understand their responsibilities.

All employees and contractors are expected to follow agreed procedures and take responsibility for the quality of their work.

4. Review

This policy will be reviewed annually, or sooner where significant changes to our operations or services require it.

Doublespark Internet Marketing is a digital agency providing comprehensive SEO and Web Design services to help businesses grow online.