



Media Eden Ltd: Quality Management Standard

Definition of 'Standard': commonly, consistently applied formats or processes, which are measurable, well documented, and endorsed by someone.

Media Eden prides itself on the professional quality of our work and the high level of service we provide to our clients, ensuring that the needs of our customers are clearly understood and met through close liaison at all stages of the work.

Media Eden is committed to achieving and maintaining a high standard of quality in all aspects of its operation and to continually satisfy the expectations of our customers in respect of all our service offerings.

Media Eden will ensure that the needs of our customers are clearly understood and met through close liaison at all stages of the work and clear communication. The company is committed to effective Quality Management at every level within the business.

Media Eden will ensure in providing and maintaining its service to its customers that:

- The quality policy is upheld and supported by management at all levels;
- Staff responsibilities and duties are clearly identified;
- Staff are appropriately trained to enable them to undertake their tasks and given appropriate authority within the scope of their responsibilities;
- Sufficient resources are provided to facilitate the work;
- Quality plans are applied in the management of all projects;
- All appropriate documentation is maintained, controlled and archived;
- Periodic audits and reviews of staff and project work are undertaken to ensure that standards are maintained and opportunities for improvements sought.;
- Mutually beneficial supplier relationships are sought and maintained across all services.

All of our project managers have extensive industry experience and follow highly developed in-house quality assurance process tailored for digital media projects.

Media Eden works to the web standards and guidelines specified by The World Wide Web Consortium (W3C) on all websites that we develop, unless the work specified by the client is non-compliant. In such instances, the client will be made aware of the standards and requirements, and following the guidelines is then at the client's discretion. We use their valuations and guidelines to constantly ensure web projects are developed to the highest possible standards. Media Eden also ensures that our websites adhere to the National Disability Accessibility Guide lines and Public Service Metadata Standards.

Media Eden operates a formal, documented management framework which operates within the ethos of the ISO:9001 standard. All services provided by Media Eden to its clients are centrally managed, monitored and documented to ensure a consistency of quality in both product and service. All communications with clients that directly impact on a project's scope and execution are documented and made available to the client upon request.