



Quality Statement

Tactical Live has a proven commitment to delivering projects which consistently meet, or exceed, the service levels agreed with our clients. Our procedures are monitored through our quality assurance process, which is structured to deliver in accordance with our principles of;

- High standards of work
- True value for money
- Co-operative partnerships

Our procedures follow specific tollgates of activity which are transparent to our client, and form the structure for the progress of all projects;

- Briefing
- Estimating & Agreement
- Creative & Design
- Development & Procurement
- Delivery & Execution
- Invoicing & Payment

All members of Tactical Live are committed to a process of delighting our clients with our accuracy and professionalism in completing their projects, with the directors endorsing this policy, and ensuring that they take personal interest in the work and are available to discuss any areas of this with our clients as well as our staff.

Our commitment is to maintain;

- A strong management commitment to quality
- Recruitment and retention of high calibre, experienced, well trained staff
- Appropriate documented processes, procedures and controls
- An ethos of continual improvement and challenge
- Compliance with all necessary legal and regulatory requirements

Continual improvements in our procedures are viewed as being of mutual benefit to our clients, our suppliers and our staff – our ethos will always be one of excellence of delivery, backed by robust practice which sees challenge as a positive.