



PurpleCrane

Quality Policy

Company Quality Policy

Purple Crane is a software development company established in 2007 to fulfil projects for small businesses and outsourced contracts for larger organisations.

We aim to provide our clients with results that exceed expectation and have established a Quality Management System to achieve this commitment. Performance assessment and attainment of new techniques are the core of this framework.

To achieve our aim we have invested in secure on-line hosted applications for all business systems including:

- Source code and document management
- Client and company change request handling and project management
- Staff time management
- Invoicing and accounting

Consistent high quality and timely product delivery are critical to reaching the targets we have set. To meet this requirement we have implemented systems for the following:

- Collection of customer feedback and assessment
- Selection of supporting software and components from recognised or registered suppliers
- Continuous training in the latest development techniques
- Disaster recovery
- Escrow arrangements for developed code
- Qualitative assessment of developed software

To meet our policy of continuous improvement and high customer satisfaction we continue to perform monthly management reviews of our all systems together with:

- Monitoring of client comments and complaints
- In-company analysis and review of developed software

All staff members have access to our policies via our internal document management system and new employees will be instructed in our philosophy of continuous improvement. Our website contains links to all policy documents and our clients invited to inspect them. Suppliers are expected to adopt similar policies of quality management and policy review.

A senior partner is designated responsibility for quality management and encouragement of the entire company to maintain our quality targets within their areas of responsibility.

Quality policy is monitored on a continuous basis via a dedicated change request and suggestion process with a full review set at 6 monthly intervals.

Andy Rix
Director
14th January 2010