

# Quality of Service Statement

eventhireGroup

The Management and employees of Event Hire Group are committed to the principle of continuous improvement in product and service delivery. We strive to offer market leading reliability, customer service and value for money.

Our aim is to always supply our customers with first-rate fit for purpose products, underpinned by unrivalled levels of customer service and responsiveness throughout the hire life. From initial dealings, through to product return and off-hire processes, our staff will ensure the customer remains informed and the primary focus in all our dealings. Our processes and systems of work have been developed over many years. We promise to continually review our practices to ensure they remain appropriate and relevant.

*Quality is at the heart of everything we do, and as a team we are committed to delivering industry-leading levels of service.*

Procedures to help us to achieve these aims will be implemented and kept under review. These measures may include:

- Maintaining an effective Quality Assurance System delivering a level of quality which enhances the Company's reputation.
- Understanding our customers' requirements and offering cost-effective solutions.
- All tasks are carried out consistently & to a defined standard.
- Our staff are fully trained and consulted in the continual quality improvement process.
- When we select and vet potential suppliers & trading partners, we will give preference to service providers who meet our own quality standards.
- We will comply with relevant statutory and safety requirements.
- Any complaints will be dealt with efficiently and within defined timelines, communicating with all parties throughout the process.



L Vipond  
Managing Director  
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