

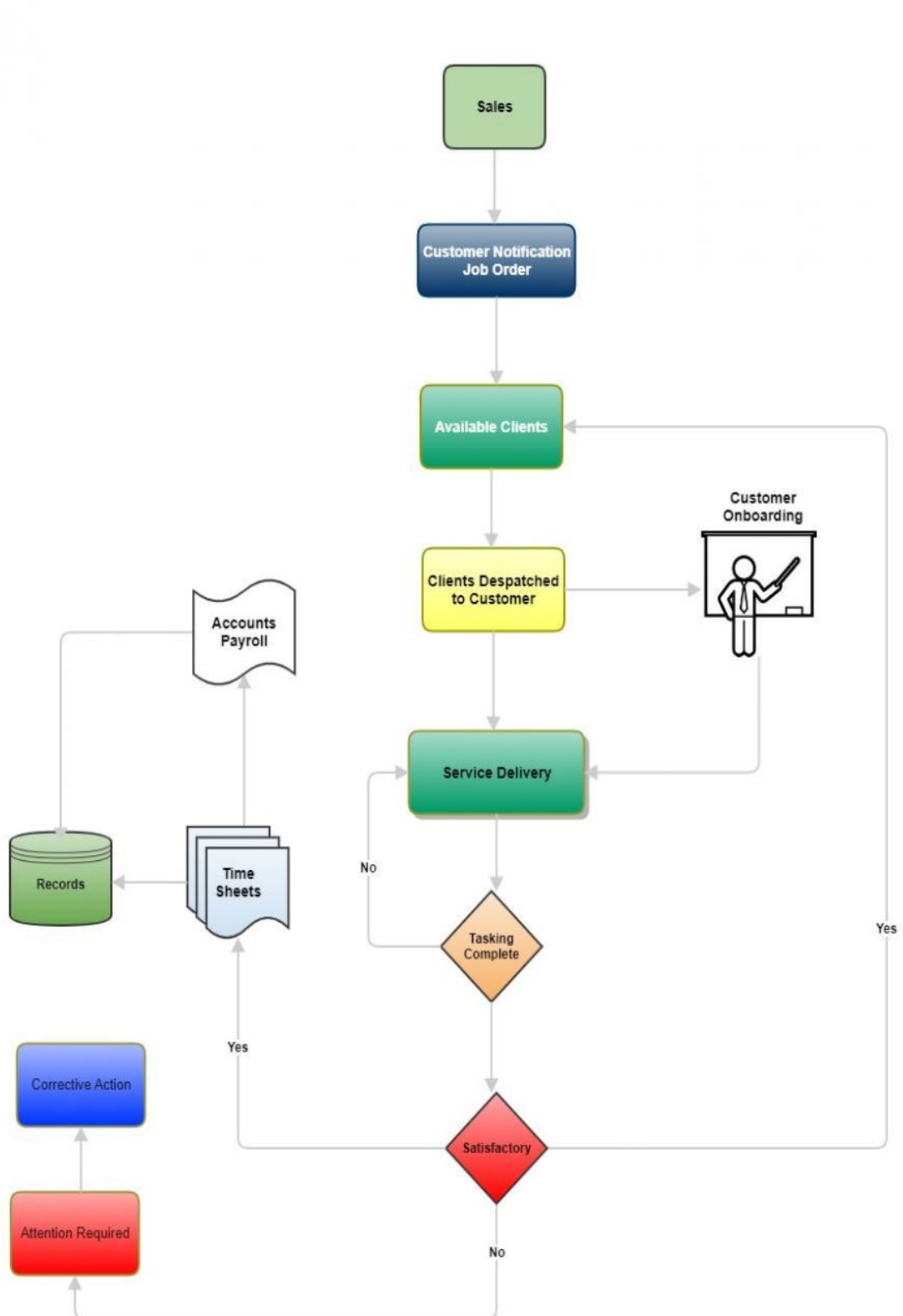
Service Delivery

Purpose

To plan, monitor and control processes which directly affect product quality.

Service Delivery

Service Delivery is managed in accordance with the following flow chart:



Non-Conforming Product

Account Managers continually monitor service delivery through the following methods:

- Client Meetings, including regular attendance at Client Toolbox Meetings
- Employee Consultation recorded on the Weekly Consultation Report

Throughout each of the processes, all non-conformances raised are treated as described in the Procedure Corrective Action & Continual Improvement

Records

Client records are maintained within the Fastrack software system.