

QUALITY POLICY

ECHO
HOUSE

**“Quality is never an accident.
It is always the result of
intelligent effort.”**

— John Ruskin

QUALITY POLICY

Echo House specialise in every aspect of the Creative Production process, from design through to fulfilment and installation.

Our unparalleled knowledge and experience within the Luxury Goods Retail Market, world renowned Museums and the Exhibitions sector allows us to achieve the highest of standards no matter the challenge.

Our success is based on the skill set of our dedicated personnel, investment in the latest technology and a passion for the work and people we engage with.

Quality is an integral part of Echo Studio's business principles.

Quality is;

- About trust in our products and services.
- About delivering what we promise in everything we do.
- Essential for the achievement of our ambition to offer products and services that meet the demands of our clients.

Essential elements of our commitment to excellence include:

- Promoting a quality mind-set with the objective of developing, manufacturing and providing products and services with zero defects.
- Complying with applicable compliance obligations.
- The ongoing evaluation to improve the quality management system to ensure product safety, prevent quality issues and eliminate defects through the review of quality objectives and results.
- Encouraging participation and promotion of quality responsibilities amongst all employees and third parties through standards, education, training and coaching, supervision and effective communication.

At Echo Studios, teamwork, engagement, ownership and support by everyone is vital for achieving our quality objectives. We are therefore committed to providing the required leadership, management and resources.

We will ensure that the Quality Policy is reviewed annually and communicated to all employees.

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