



Cert No. 18043-QMS-001
ISO 9001

Quality Assurance Policy

At Tate & Clayburn, we take pride in the quality of our services, and we're committed to providing the very best quality to our customers. We're proud to have achieved ISO 9001:2015 certification, the world's most widely recognised quality management standard. Our strict quality assurance process is followed for each and every job.

What does this mean in practice?

- We have robust project management processes in place to ensure that all jobs – however big or small – undergo, and are tracked through, our strict quality assurance process.
- Work is regularly quality-checked, which means an in-house Quality Manager inspects documents to make sure the quality meets our high standards.
- We work only with experienced and fully vetted linguists. We pay fair rates to ensure we attract the most qualified, experienced and talented linguists.
- We use checklists where appropriate to make sure all points from the client's brief and style guide have been consistently applied.
- We regularly evaluate our processes and research ways of continuously improving how we work.
- We encourage clients to provide feedback to help us measure quality and consistently improve our processes.
- Any customer concerns are addressed promptly by a member of our team.

*If you have questions or would like to find out more,
please email us at info@tateandclayburn.co.uk.*

**TATE &
CLAYBURN**