

Quality Policy

Clearly Written's Quality Policy is based on ISO-9001 standards. With our simple operational process, misunderstanding is *prevented*, customer satisfaction ensured, and continuous improvement realized.

Steps we follow -

- ♦ listen **first**... ask questions... learn
- ♦ discuss strategy; suggest methods and options... and listen
- ♦ convey and confirm what we hear (verbal or formal agreement)
- ♦ increase work-task optimization using the hands-on expertise of our principals and partners, *exclusively*
- ♦ keep the customer informed with routine progress reports
- ♦ deliver to specifications, on time
- ♦ encourage customer feedback, verbally and through scorecarding
- ♦ actively use feedback and lessons learned to modify and fine-tune Best Practices.

Clearly Written is committed to customer care. A customer's concern is our concern. Clearly Written ensures Quality by providing customers with a complete *satisfaction guarantee*.
