



Quality assurance statement

Armada Training Solutions Ltd. (Armada) was established in 1997 to provide technical writing and training services. In recent years, Armada has streamlined its operation, and its sole focus is now training.

Armada's Head Office is in Bromsgrove, Worcestershire. We have seven dedicated training centres at Bromsgrove (2), Bristol, Cardiff, Milton Keynes, Reading, and Sheffield. We employ 12 people, and work closely with around 50-60 consultant trainers with expertise in their respective fields.

Armada is both an Adobe Authorised Training Centre (AATC) and an Autodesk Training Centre (ATC). These accreditations ensure a high standard of training and facilities.

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- Regular gathering and monitoring of customer feedback.
- A customer complaints procedure.
- A selection and performance monitoring of our consultant trainers against set criteria.
- Training and development for our employees.
- Measurable quality objectives which reflect our business aims.
- Management reviews of results, customer feedback and complaints.

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees.

This policy is posted on the Company Notice Board.

Although the Managing Director has ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the company.

The next policy review date is 3 January 2027.

Signed:

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