



Quality Statement

Softwood Self-Publishing is committed to understanding and meet the quality needs and expectations of our clients.

Softwood Self-Publishing strives to achieve a reputation for delivering quality editing, design, print, and digital marketing services with an exceptional level of customer service.

To achieve this, Softwood Self-Publishing is committed to

- Prompt responses to client communication
- Fully bespoke services
- Providing free, no-obligation publishing consultations
- Keeping clients informed of progress and of daily/weekly objectives for the duration of projects
- Allowing clients to remain in full financial and creative control of their projects
- Flexible service options
- Flexible payment plans
- A high level of after-sales care
- Appropriate data protection policies and non-disclosure agreements
- Ensuring staff are professional and will always endeavour to work to the highest possible standards

We recognise that quality assurance is critical to the success of the business and that we have established quality assurance procedures to ensure critical activities are planned, managed and reviewed effectively in conjunction with relevant personnel, clients, sub contractors and suppliers.

MADDY GLENN

Director

Dated: April 6th 2022