



Quality Control Management

In regards to quality and risk control, Owl Live are dedicated to ensuring the utmost quality in everything we do. Our quality management system comprises of a number of business processes which are based on the ISO9001 framework. This includes; control of documents & records, internal audits and preventive & corrective action.

When we are contracted to take on a project, we always establish the scope of works and standard operating procedure with the client and ensure these are stringently followed throughout the process. We also agree a very comprehensive SLA so that all parties have full transparency and clarity of what is expected and can ensure full compliance to all regulations etc.

You will be working with a dedicated account team, however this will be supported and overseen by a Senior Management Team so that every aspect of the project has undergone review at the highest level to assure the highest quality.

We also have a number of stringent procedures and key milestones we set for every project. Your dedicated account team will have regular reviews both internally and with you so that all stakeholders can ensure the project is delivering at the highest level. We would also provide you with regular reporting so that both parties know that all the milestones are being met in the most clear and transparent manner.

In regards to any new 3rd parties we contract, we follow a rigorous assessment process prior to working with them.

This includes background checks on the company, obtaining references, scrutinising demonstrations of capability, as well as ensuring they are aware of their contractual obligations. However we would always look to contract our trusted suppliers where possible.