



# Quality Control Management

## 1 INTRODUCTION

---

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

## 2 SCOPE

---

When Owl Live is contracted to take on a project, it is standard procedure to establish the scope of works and standard operating procedure with the client and ensure these are stringently followed throughout the process.

Owl Live will agree on 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.

Clients 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. Owl Live also has a number of stringent procedures and key milestones we set for every project.

Owl Live's dedicated account team will have regular reviews both internally and with clients so that all stakeholders can ensure the project is delivering at the highest level. Owl Live will also provide clients 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 Owl Live contracts, a risk assessment takes place and employees are expected to use mitigations to protect clients. This includes background checks on the company, obtaining references, scrutinising demonstrations of capability, as well as ensuring suppliers are aware of their contractual obligations.

Owl Live will contract suppliers appropriately.

## 3 CHANGE HISTORY RECORD

---

| Issue | Description of Change | Author            | Approval         | Date of Issue |
|-------|-----------------------|-------------------|------------------|---------------|
| 1     | Initial issue         | Holly Roberts     | Antony Greenberg | 12.01.2020    |
| 2     | Change of format      | Rachael McDougall | Nicola Neal      | 16.08.2021    |
|       |                       |                   |                  |               |



Reference: DOC07  
Issue No: 2  
Review Date: 16.08.2022  
Page: 2 of 2