



## **Level of Service**

d3 design is committed to providing it's clients with the highest standards of creativity, customer service and quality control. Working closely in partnership with them enables us to gain an insight into their business, their perceptions of themselves and their current market position and their aspirations within their industry sector. This in turn allows us to come up with a best fit solution to their advertising/marketing/IPR needs.

Based on the client's brief, we ensure that we have fully understood the requirements before commencing work on any project so that our client can rest assured that their project will be completed on time and within budget. And while our clients have one point of contact ,who manages every stage of the process from concept through creation to completion, they can also speak directly with the creative team for their project if they so wish.

We employ a five fold strategy for all projects, culminating in a development plan in which we involve the client direct.

All information received during the course of our working partnership is treated in the strictest of confidence and no information would be divulged without the written permission of the client, including d3 press releases.

### **We promise our clients we will:**

- work closely with them to gain a thorough understanding of their business
- be proactive not reactive
- ensure no project is undertaken prior to approval of cost and brief
- ensure no project is produced without final written approval
- offer alternative solutions which may be more cost effective or achieve higher impact
- provide project timelines
- provide SMART objectives for each project (where appropriate) and monitor them
- provide regular project updates to keep clients abreast of progress in their project or campaign
- deliver on time and within budget
- return all 'phone calls or queries promptly

**d3design**

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## **Quality Control:**

At d3, we understand the pressures our clients are often under and therefore deadlines can often be tight. However, we never compromise on quality and have excellent systems and procedures to ensure we provide you with the highest quality product.

### **These include the following:**

- We work with the latest Apple Macintosh and PC computer systems
- Our creative team run the most up-to-date design software and operating system
- We produce Master Corporate ID and design guidelines for all clients
- We have a high quality, full colour printer for proof checking
- We provide you with high quality digital proofs prior to print
- All printers proofs are checked by our Studio Manager
- We can provide you with a high-resolution scanning facility
- We operate an in-house quality control procedure on every single project
- We have daily production meetings to ensure your project meets your deadline
- Each project will be proof checked in-house by two senior members of staff
- All projects are archived on our data filing system for future reference
- We operate from secure, alarmed premises and all work is stored off site
- We offer a complete design and marketing package (if required).

If you require any further information regarding our service and quality control procedures, please contact d3 on 0845 0945 092

Kind regards

**Joanne Sayer**

Owner and Director of Production  
d3 design.