

Quality policy

Last updated: April 2026

Reputation is everything

The Brand Marquee is a branding and marketing consultancy specialising in helping businesses build and strengthen their brands. The scope of our ISO 9001 policy covers brand and visual identity, outsourced marketing services, and website and digital tool development.

Our agency is known for its strategic approach, focusing on strengthening brands from the inside out, improving competitive positioning, and supporting brand growth through a tailored approach.

We are committed to:

- Establishing clear, measurable quality and business objectives aligned with our strategic vision.
- Maintaining a robust Quality Management System (QMS) that meets ISO 9001:2015 standards.
- Monitoring and reviewing our QMS to ensure compliance and continuous improvement.
- Actively seeking and using client feedback to support repeat business and long-term relationships.
- Regularly reviewing sub-consultants to ensure compliance with QMS standards.
- Ensuring all employees and sub-consultants understand the quality policy for effective implementation.
- Providing a healthy, supportive working environment that protects employee wellbeing.
- Analysing root causes of non-compliance or complaints to reduce financial and regulatory risks.
- Considering climate change and the related expectations of interested parties.

Quality is integral to everything we do, from our working practices to delivery. Our QMS is designed to deliver high standards across client management, onboarding, and attracting top talent for creative, content, and digital execution.

The Brand Marquee is committed to continuous improvement through the regular review of our QMS and adherence to the guidance laid out in ISO 9001:2015.

Susan Anderton, Managing Director

Date: 17 April 2026