

LK Lily Quality Management Statement

LK Lily is a business, based in Ilford, that was started by Lindsay Kirkland as an event floristry company in 1996. Their retail shop and work unit opened in 2004 and is located in Beehive Lane, Gants Hill. LK Lily produce floral creations for large weddings, events and parties and have a delivery service for bouquets, arrangements and add-on gifts. They service contracts with both local businesses and central London establishments and also have a bespoke gift wrapping service for company PA's. LK Lily work regularly for companies in the West End, City, Canary Wharf and Wapping.

LK Lily have built a reputation for excellence and style in floral design work by using the highest quality flowers combined with hard won skills and tenacious attention to detail. Their quality is recognised as being at least equivalent to the best standards of Central London but they benefit from a slightly out of town location that enables them to offer added value and to be a business within the local community, servicing their particular requirements. LK Lily are part of the eFlorist relay service and they continually strive to improve levels of customer service, priding themselves on being included in The Good Florist Guide, formally Master Florist, the only independent and totally impartial system of accreditation for florists in the UK.

The systems LK Lily have in place to inform their Quality Management strategy include:

1. For large events, parties and weddings, a customer feedback form is sent as soon as full payment is received.
2. Full Risk Assessments are carried out before events.
3. Staff benefit from on the job training and are encouraged to take part in national training programmes such as NVQ's.
4. Everyone at the company is expected to realise that they have a personal responsibility to maintain LK Lily's commitment to quality when making up floral arrangements and dealing with customers, but the overall responsibility for the policy must always lie with the company management.
5. Suppliers are constantly assessed on price and quality and are changed if required.
6. All electrical equipment is kept up to national standards and checked with PAT testing.
7. LK Lily have been assessed by ReBEP (Redbridge Business Education Partnership) and have successfully passed their audit of Health and Safety practices and procedures (as part of the system for vetting work experience placements from local schools and colleges).

This policy is communicated regularly to suppliers, venues and staff as follows:

1. It is publicly available on LK Lily's website.
2. It forms part of the accreditation for working at English Heritage venues. They demand particular care to be taken in historic properties and the highest level quality of flowers and workmanship.
3. It forms part of our regular documentation for accreditation for working at other venues throughout the UK.
4. It forms part of our Risk Assessments and is sent with logistics documents for other events.
5. LK Lily have formal quarterly staff meetings to discuss our current position and ways to improve. Staff are encouraged to informally discuss any issue at any other time.