



Service Quality Model
How we work with our clients

You might want

- Secure, mobile-friendly website
- Online purchasing
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Listen
We listen to your requirements.

You might want

- Reach a wider audience by enhancing your online presence through Social Media, SEO
- Brand represented professionally on line.

Effective Budget
We like to establish an effective budget to enable you to obtain the desired outcome.

Match
We match our services with your requirements.

Clear Explanations
We explain any technical terms and support you through the process.

Security
WinStar® has 20 years experience with software development to ensure your website is secure and protected.

Submit Proposal
We submit Proposal.
You approve it.

Agree on Terms
We agree on terms, designs, functionality, deadlines and price.
We host your website.

Variations from Brief
We will get sign-off from you before proceeding with any variations from the original brief. Alterations are at an additional cost.

Effective Delivery
We deliver on time, on budget, on brief.
We review project outcome.

Easy Payment
Customer pays on receipt of invoice on completion of each stage or according to agreed billing schedule.

Continual Improvement
You complete our optional 5-point "Customer Satisfaction" questionnaire so we are continually improving.

After Sale Service
We keep in touch to ensure satisfaction.

Stay Informed
We keep in touch with the latest designs and industry information.
[We offer a one-hour per month free support for any minor changes to your website.](#)

