

## QUALITY POLICY

The Company is dedicated to its Quality Policy and will ensure that its services will fully meet the requirements of its customers, employees and supplier and is in accordance with all applicable legislation and other requirements.

The goal of the company's Quality Policy is to achieve and maintain a high level of customer satisfaction at all times. We believe in the concept of working together with our customers to pursue this policy and in continually striving for improvements in service quality.

The scope of the Quality Management System is detailed in the QMS Scope.

### It is our Policy to ensure that:

- We have implemented this Quality Management System to ensure commitment to comply with industry requirements and continually improve whilst maintaining customer focus.
- We strive for continuously improving our service to customers. We seek customer feedback in order for us to better provide services and solutions to our customer's needs.
- We have implemented this Quality Management System to ensure that all employees work to satisfy the requirements of our customers and the current ISO 9001 standard. We have set measurable objectives to monitor this, and review these objectives at our management review meetings.
- The effectiveness of the Quality Management System is monitored by planned audits, management reviews and effective corrective and preventive action.
- The Quality Management System is communicated and understood by all members of the Company.
- All system processes and practices are regularly reviewed by top management to ensure continuing suitability and effectiveness. We are committed to the continual improvement of our quality management system and determine the improvements required to meet the changing needs of our customers.
- The policy is reviewed for continued suitability on an annual basis.
- The policy is available to all relevant interested parties via web site, client portals and internal QMS drive.

The requirements of this standard form part of the framework of our Management Systems.

## OBJECTIVES

The Company Quality objectives are:

- Customer Focus – performance/reliability/service & delivery to specification and client KPI's.
- Continual improvement via customer feedback, help desk response, performance data, audit and preventative action.
- Improvement of staff efficiency and morale via measurement of training, appraisal and review and customer feedback.
- To remain compliant with legal, moral and financial requirements by eliminating/minimising risks to all staff and other interested parties.
- Improve scope for new opportunities via collaborative partnerships, new business, existing contract retention and potential acquisitions.

These objectives are linked into the Company Objectives



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