

# Quality Policy



## Quality Vision

We recognise that the quality of products, services and solutions are a significant part of why our customers choose us.

We strive consistently to understand our customers' needs and encourage a culture where all employees are trusted to deliver and continually improve quality through their expertise, ideas, honesty and commitment.

## Management Statement of intent and commitment to quality

The management team is committed to:

- Maintaining an effective Quality Management System that is certified to ISO 9001:2015 (Opus Trust Communications & Critiqom).
- Continually developing and improving the effectiveness of the Quality Management System.
- Establishing and reviewing quality management objectives (documented within the IMS Manual).
- Ensuring that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction.
- Ensuring the availability of resources.
- Complying with all relevant legislation and applicable requirements.
- Ensuring all personnel are provided with appropriate training and awareness to enable them to understand and comply with the requirements of the Quality Management System.

Signed: .....

Date: December 2020

Ref: QC 02 Version 10