

Quality Objectives

1. Objectives

It is the Company's policy to maintain a quality system designed to meet the requirements of ISO9001:2015 in pursuit of its primary objectives, the purpose, and the context of the organisation. This quality policy provides a framework for setting, monitoring, reviewing, and achieving our objectives and targets.

Objective	Measure	Timescales
Satisfy customers requirements from the beginning of the customer journey to the end.	Receive a minimum of 90% positive feedback from satisfaction surveys.	Annually
Provide a responsive customer service.	95% of all work requests completed within SLA.	Ongoing
Reduce hazards, prevent injury, ill health, and pollution.	Zero accidents reported on company premises.	Annually
Provide all resources of equipment, trained and competent staff, and any other requirements to enable these objectives to be met.	Ensure employees are trained to maintain partnership standards with key partners such as HPE.	Annually
Ensure systems provided are fit for purpose.	100% of feedback on Project Satisfaction Survey showing agree or strongly agree for question 5. 100% of projects having a signed and defined statement of works and project sign off form once implementation is complete.	Ongoing
Maintain a high level of system reliability.	<5% downtime during working hours.	Annually

Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on customer service.

To ensure the Company maintains its awareness for continuous improvement, the quality system is regularly reviewed by the ISO team and the Company directors to ensure it remains appropriate and suitable to our business. The quality management system is subject to both internal and external annual audits.

Reference: NS-QO-POL

Review: Annually

Last Issue: 02/09/2019