

## Quality Policy

The aim of the ISG Technology Ltd Quality Policy is to provide Technical Services, Installations, Maintenance and Sales to meet customer specified requirements.

It is the company's policy to carry out our Quality Assurance activities in accordance with the requirements of ISO9001: 2008 company-wide. The Quality Manual has been compiled to describe the quality management systems used throughout each area of the company to ensure compliance with the company's policy.

It is our objective to maintain written company procedures that enable this policy to be implemented and to ensure that all orders and contracts are efficiently processed and satisfied. To achieve these objectives the responsibility for the Quality Management System is shared by the directors and managers who ensure that all personnel are fully conversant with the company policy through an on-going training programme, and to review the system regularly to establish its effectiveness.

It is the responsibility of all staff to ensure they understand this policy, implement its procedures and maintain them.

The organisation is committed to continuous improvement and employs computer systems to analyse and report data to ensure the organisation meets its quality objectives.

The company is committed to providing a framework for establishing and reviewing quality objectives.



**Andrew Webb**  
Director of Support Services

**January 2015**