

Quality Policy

ISG technology Ltd is a company with a strong belief in the principles of quality, providing high-tech commercial solutions, including Design, Deployment, Installation and Management of IT and Network Services. Our aim is to meet customer requirements and ensure customer satisfaction over a long-term period.

The aim of company's quality policy is to carry out activities in accordance with the requirements of ISO 9001:2015. The company has identified the context of the organisation and the interested parties which form part of the documented information together with available policies and procedures. These have been compiled to describe the quality management system used throughout each area of the company to ensure compliance with the company's mission, vision and policy.

It is our objective to ensure that our processes – from planning, design, implementation, testing and ensuring service, are documented and implemented within all departments and functions with the highest quality values.

It is our responsibility to ensure that this policy is implemented and that all orders, contracts and legal requirements 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 policy is committed to providing a framework for establishing and reviewing quality objectives.

The organisation is committed to continuous improvement and employs specific applications and software to analyse and report data to ensure the organisation meets its quality objectives. The quality organisation chart defines the overall quality structure and responsibilities.

Andrew Webb MIQA C.Q.P.

Director

15 January 2018