



Quality *Policy*

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Version	Date Issued	Brief Summary of Change	Owner's Name
V1.0	19/03/18	New working document	Dan Warren
V2.1	01/11/21	Rebrand and Updates	Dan Warren
V3.0	24/08/22	Update	Teresa Rice
V3.0	01/09/23	Annual Review	Dan Warren
V3.0	10/10/24	Annual Review	Dan Warren
V4.0	01/09/25	Review (template change)	Dan Warren

Introduction

This quality policy is a key component of Vizst Technology's ethos and approach to doing business. The company is dedicated to the continual adherence and improvement of this policy, with the overall aim of ensuring that it puts our customers first and that our solutions and services provide total customer satisfaction at all times. The achievement of this is a primary business goal and there is a commitment to the investment and development of the required supporting managerial and operational systems to enable that goal to be realised. To this end the company holds ISO 9001 Certification for Quality Management.

Objectives and Aim

Objectives

The objectives of Vizst Technology's quality Policy are to:

- Ensure we fully identify and meet or exceed the needs of our customers
- Ensure that internal processes are clearly defined
- Implement and develop systems to support these processes
- Have clear definition of job roles and responsibilities with the empowerment to do it right first time
- Maintain continual identification of potential areas of concern, enable the feedback loop to address and provide continual improvement as required.

Policy aim

The aim of this policy is to support the business goal of ensuring total customer satisfaction in the solutions and services that we provide to our customers.

Culture

The principles and objectives of maintaining the high standards within Vizst Technology will be communicated and available to staff at all times. Training will be an integral part of the strategy to achieve our objectives and ensure that our quality standard requirements are met. Continual improvement is maintained in line with the spirit of the policy, which will be set, determined and monitored at Management Review.

Systems and Procedures

We have the following systems and procedures in place to support us in our primary aim of total customer satisfaction and continuous improvement throughout our business:

- regular gathering and monitoring of customer feedback
- a customer complaints procedure
- selection and performance monitoring of suppliers against set criteria
- training and development for our employees
- regular audit of our internal processes
- management reviews of audit results, customer feedback and complaints

Policy Framework

Quality Management

At board level, responsibility for Quality shall reside with the Chief Executive Officer.

Vizst Technology's Senior Leadership Team shall be responsible for implementing, monitoring, documenting and communicating quality requirements for the organisation. All internal processes are contained within SharePoint and readily accessible to all staff. All employees have a responsibility within their own areas of work to help ensure that Quality is embedded within everything we do.

Reporting

The Operations Director shall keep the Chief Executive Officer informed of any relevant issues pertaining to or captured by this policy by means of regular reports and presentations as necessary.

Policy Audit

This policy is reviewed regularly, can be found within the Vizst SharePoint site and shall be subject to audit as required.

Further Information

Further information and advice on this policy can be obtained from Dan Warren, Operations Director, 03333 442204.