



Quality Policy Statement

Novatech Ltd. are suppliers of IT hardware solutions, software and support for retail and commercial customers throughout the UK. We envision a future where technology serves as a force for positive change.

Our mission is to solve complex technology problems for businesses in the most sustainable way.

Novatech and our employees are committed to providing:

- Products and services that meet or beat our customers' expectations for quality, reliability, and value.
- High levels of customer service with prompt responses to customer requirements.
- Effective management of product suppliers.
- Efficient and accurate product assembly, stock management and delivery.
- Products and services which comply with legal and other requirements.

To support this policy, we have established, implemented, and maintain a quality management system, certified as meeting the requirements of ISO 9001:2015 Standard. The processes and procedures defined in the quality management system relate to the supply of all our products and services, from sale, through to product and service delivery, installation, and support.

Our quality management system ensures we:

- Frequently evaluate risks that could have a detrimental effect on meeting our aims and determining opportunities that could enhance product and service quality or help to achieve our aims.
- Monitor and measure our quality performance and progress towards our objectives and targets.
- Maintain awareness of and apply legal and other requirements relevant to our activities, products, and services.

Senior management are committed to the ongoing success of the quality management system and on maintaining a strong customer focus. They ensure the clear provision of appropriate resources, including a good working environment, communication, strong internal processes, and an experienced, knowledgeable workforce.

We are committed to the ongoing application and continual improvement of the Quality Management System, associated projects, processes and setting of Quality Objectives in line with the framework detailed in the ISO 9001: 2015 Standard. Quality performance is monitored through internal audits, data analysis and performance reviews measured against objectives set by senior management.

The requirements of the quality management system are communicated to all personnel through inductions, training, processes, procedures, and departmental meetings. All employees are expected to actively support and contribute to the quality policy and management system to improve its effectiveness and overall success of Novatech.

Signed *David Furby*
David Furby (Jun 20, 2024 13:53 GMT+1)

David Furby, Managing Director

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