



## Quality Policy Statement

Novatech are suppliers of IT hardware solutions. We aim to become recognised across all markets as the best supplier of specialised IT hardware solutions in the UK.

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, before and after sale.
- 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 associated with product and service quality, 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 – through internal audits, data analysis including customer feedback and complaints, and the implementation of corrective and preventive measures where required.
- Have adequate resources available to enable us to achieve our aims, including a good working environment, communication, strong internal processes, and an experienced, knowledgeable workforce.
- Maintain awareness of an 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 as 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, Managing Director

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