



QP01 Quality Policy

Novatech aims to become recognised across all markets as the best supplier of specialised IT hardware solutions in the UK.

As suppliers of IT hardware solutions, Novatech and its employees are committed to providing products and services that meet or exceed customer expectations for quality, reliability and value.

Novatech Ltd. is committed to providing:

- 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.

In order to fulfil these commitments, the company has established, implemented and maintains a Quality Management System in accordance with the requirements of the ISO 9001:2015 standard. The processes and procedures defined in the Quality Management System relate to the supply of all products and services, from quotation and purchasing through to product and service delivery.

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

Novatech is fully 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.

Risk-based thinking is applied to processes in order to foresee and prevent problems occurring. Where problems occur, corrective actions are implemented and action taken to prevent recurrence.

The requirements of the Quality Management System are communicated to all personnel through inductions, training, processes, procedures and departmental meetings. All employees will be given an understanding of the importance of the Quality Management System within his or her specific role and 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

Date _____