

Quality Policy		
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Suppliers of IT equipment and consumables, Novatech Ltd focus on delivering 'Worry Free Computing' to retail and commercial customers throughout the UK.

We have established a Quality Management System in accordance with the requirements of ISO 9001:2008. Our processes and procedures ensure we meet and exceed customer expectations.

The Quality Policy and Quality Management System define and document how quality requirements are met. Expectations are communicated to all personnel through processes, procedures, policies and objectives to ensure satisfactory performance in all business areas.

Our policy is to ensure that our products and services meet expectations through:

- Prompt responses to customer requirements both before and after sale.
- Effectively managing our product suppliers.
- Efficient, accurate product assembly, stock management and delivery.
- Informed and effective communication.

Senior management review the Quality Management System and Quality Policy to ensure the effectiveness and continual improvement of business operations. The achievement of objectives is monitored through a series of quality and business process measures indicating to senior management the performance and improvements achieved in key areas of the business.

The company is fully committed to the ongoing application and continual improvement of the Quality Management System and all employees are encouraged to actively support and contribute to this policy.