

Appendix C: Quality Policy

This policy is compatible with the context and strategic direction of the Deltor Communications Ltd who are committed to continual improvement of the IMS in order to enhance quality and system performance.

Our commitment to continual quality improvement ensures that customer and applicable statutory and regulatory requirements are determined, understood and consistently met. That the risks and opportunities that can affect the conformity of products and services and the ability to enhance customer satisfaction are determined, then addressed with the focus on enhancing customer satisfaction being maintained.

Our operating philosophy is based on openness in communication, integrity in serving our customers, fairness and concern for our employees and responsibility to the communities within which we operate. Our vision is to exceed expectations for quality, cost, delivery and value. Our quality processes and procedures are certified to BS EN ISO9001.

As a company committed to continual quality improvement we aim to:

- Ensure that adequate processes and procedures are in place to monitor, control and manage the company's quality system.
- Establish and maintain, and monitor documented quality objectives in order to enhance customer satisfaction.
- Communicate the importance of effective quality management and of conformance to system requirements.
- Engage, direct and support persons to contribute to the effectiveness of quality management and the IMS.
- Ensure sufficient resources are made available for the effective management of the quality system.
- Monitor and measure customer satisfaction in order to achieve our commitment to continual quality improvement.
- Seek out and define customer requirements by establishing a clear definition of their expectations and striving to consistently meet or exceed them.



Sam Shannon Managing Director