

## **QUALITY POLICY**

Computing Needs Ltd recognises that its continued success depends upon its ability to satisfy its customers profitably. The company has adopted a total quality philosophy as an integral part of its mission and strategy.

**We are committed to the achievement of total quality by:**

- Continuing to review and improve our quality management system in accordance with ISO9001:2000
- Responding effectively to market and customer needs by working in partnership with our customers and suppliers
- Effectively involving all employees in the task of meeting and exceeding customer requirements and eliminating waste
- Designing quality assurance into all services and incorporating continuous improvement into all activities
- Motivating all employees to take positive action to improve quality and building a team orientated culture
- Continually improving performance by effective people selection, deployment and development, and effective organisational development

**POLICY AIMS FOR CUSTOMER SATISFACTION:**

- To establish and maintain an accredited quality management system, designed to improve operational performance and customer satisfaction
- To ensure that all processes and services are designed for quality assurance and customer satisfaction
- To clarify and define everyone's role in the customer satisfaction process, establish clear accountability and provide them with measurable goals
- To train and empower employees to understand, meet and exceed their customer requirements, challenge and eliminate barriers to customer satisfaction
- To establish processes to continually measure customer and people satisfaction, identify and eliminate root causes of non-conformance
- To effectively communicate to the whole organisation the indicators of required and achieved customer satisfaction