

Quality Management Policy

Quality Policy Statement

CI-Connect Ltd provides quality management, for the installation, integration, and technical support of Audio-Visual solution services throughout the UK and sometimes abroad. The Company has developed its expertise since its establishment and its aim is to achieve a high standard of installation, technical support, and service to its customers.

It is the policy of CI-Connect Ltd to provide the customer with goods and services to the agreed requirement in accordance with the details and price.

The Managing Director, Management and Employees are responsible for Quality Control through the Quality Management System seeking improvement by constant review, with suppliers and sub-contractors being encouraged to co-operate. CI-Connect Ltd is committed to achieving customer satisfaction using quality procedures which will be operated to meet or exceed the customer requirements.

Quality Policy

Our Quality Policy is defined and strongly driven by the following management principles and behaviours:

- Build a mutually profitable relationship with our customers, ensuring their long-term success, through the understanding of their needs.
- Achieve our commitments for quality, cost, and schedule.
- Enhance the systematic research and use of best preventive practices at all levels and ensure reliable risk management.
- Drive continual improvement and innovation based upon efficient business processes, well-defined measurements, best practices, and customer feedback.
- That our suppliers apply Quality Management measures appropriate for the activity for which they are being engaged, and that we are retaining copies of their Quality Management Policies and Procedures.
- Develop staff competencies, creativity, empowerment, and accountability through appropriate development programs and show strong management involvement and commitment.

CI-Connect Ltd strives to be the best provider of Audio-Visual services in the industry. Using these guiding principles, everyone within CI-Connect Ltd is accountable for fully satisfying our customers by meeting or exceeding their needs and expectations with best-in-class solutions and services. Our goal is 100% customer satisfaction 100% of the time. We aim to continually improve the service we provide to meet our clients' requirements and to produce finished work that we can justifiably be proud of. Only by providing an outstanding service and product quality will we achieve our aims of long-term success and sustained improvements.

When virtual meetings matter

Trading address: Unit 6 The Quad, Airport Business Park, Cherry Orchard Way, Rochford, Essex SS4 1YH
Tel: 020 3434 2030
www.ci-connect.co.uk

Company No: 7305543
VAT No: 993792453
Registered Office: C/o Barrons Chartered Accountants,
Monometer House, Rectory Grove,
Leigh on Sea, Essex, SS9 2HN

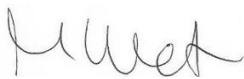
All personnel within CI-Connect Ltd are responsible for the quality of their work. The company provides training and has established systems to assist all personnel to achieve the standards required. While we endeavour to produce work and offer a service that we can be proud of, we must recognize that we don't always achieve our own standards. When a customer has a complaint, we are committed to investigating the complaint and will do our best to put right all justified complaints.

CI-Connect Ltd aims to achieve the above by implementing a Quality Management System. This includes a commitment to meet regulatory and client requirements; learning from customer feedback and continued development of the system to ensure it remains effective. The procedures necessary to achieve the required standards are described in our Quality Management Procedure.

The Managing Director is responsible for monitoring the Quality Management System's implementation, status, and effectiveness.

This Policy is made available for all members of staff to view within the CI-Connect Sharepoint. New employees will be made aware of the policy during their Induction training. Any revisions will be communicated by email to All@ci-connect.co.uk

Signed:



Mark Weston

Date: 22/01/2024

Version	Date	Description of changes	Author
1	15/01/2024	Initial draft	Tammy Dolan
2	22/01/2024	Edit	Donna Crombie

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Quality Management Procedure

Quality Standards

- Overall responsibility for Quality Management is with the company Managing Director.
 - Mark Weston

Project Management

- Each Client is assigned an Account Manager. This will be the salesperson who completed the sale. They will be responsible for liaising with the client before their project is handed over to the Project Delivery Team.
- The Pre-Sales Technical Design Manager will work alongside the Account Manager to create the technical design for the clients desired Audio-Visual solution.
- A Project Scope of Works is issued to the client to ensure the Project specified by CI-Connect Ltd meet the client's expectations. A quotation will be supplied to the client. Approval of the SOW is required from the client before the work commences.
- After the clients Purchase Order has been approved, an internal Client Order email will be sent to all employees. This email will contain instruction for all departments, Individual tasks will be deployed to the relevant employees.
- The Purchasing of equipment will with partnered Suppliers who employ a Quality Management policy, alongside an Environmental policy and procedure. CI-Connect Ltd request that suppliers provide copies of their Quality Management policy and Environmental policy, which will be retained within the CI-Connect Ltd SharePoint.
- A Project Handover meeting will be required between the Account Manager and the Project Delivery team.
- Acceptance testing and commissioning is performed to ensure the equipment and services are deployed correctly.
- We operate a technical helpdesk with a, dedicated telephone number & email support, and virtual meeting access to our clients. This is manned by manufacturer certified employees and dedicated support team.
- Weekly virtual, or in person meetings will be attended by relevant departments, and clients to ensure the project is on track and any issues resolved.

Project Delivery

- The **Project Delivery Team** are responsible for the installation process.
- The Project Delivery Team Manager will liaise with the client to schedule an Installation date.
- An internal Job folder will be created within the CI-Connect Ltd SharePoint. Contained within these folders, are RAMS and Toolbox talk documents, a Kit List of components, schematics, and all documentation relevant to the project.
- Wherever possible all components are fully tested before deployment to client's site.
- Engineers are manufacturer certified to install the equipment.

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- Where appropriate, pre-installation site surveys are conducted to ensure all services are planned for and the installation meets the client expectations.
- Risk assessments, method statements (RAMS) and Toolbox talks are conducted prior to work commencement.
- The client is required to complete a sign-off document to ensure the project has been delivered to the client expectations. A Handover document will be created for the client which will contain the equipment and services delivered, along with confirmation of testing and commissioning procedures performed.
- A project completion meeting will take place, using a Project completion document. Documenting “what went right”, “what went wrong” and “how we can improve”. This will be retained within the clients Job folder.

Technical Support

- The **Technical Support Team** are responsible for Technical Support after the installation process.
- Clients can access the Support portal 24/7. Where clients can raise support tickets, via the Freshdesk system, which all communication is contained within should the client need access to this. Technical Support can be delivered remotely, or on-site visits.
- Engineers are manufacturer certified for components installed.
- Should engineers need to attend on-site, Risk assessments, method statements (RAMS) and Toolbox talks are conducted prior to any work commencement.
- The client will be kept informed during this process via the Freshdesk email system, in person meetings or virtual meetings, and phone calls. The client will be required to complete a sign off document to ensure that any works have been completed to their satisfaction.

Training and Development


- All employees are sent copies of their Job profile detailing their Position, who they should report to, and their main responsibilities.
- All employees are required to attend a health and safety induction training day.
- CI-Connect Ltd has access to the Vital Skills portal for all health and safety training required. Each employee will have access to this.
- We require all members of our technical team to be Manufacturer Certified. Each engineer will attend the relevant Manufacturer training courses. Completion of this will be retained within the CI-Connect Ltd Training Record Matrix.
- All employees will be required to attend a probationary appraisal, to be repeated annually thereafter. This will be conducted by the relevant department Manager, each employee will be required to conduct a self-appraisal along with their manager, for correcting, reviewing, and where necessary improve quality performance.

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Complaint Handling

- Our approach to complaints is to ensure that our clients find it easy to register any concerns. Clients are requested to send the complaint in writing via our feedback@ci-connect.co.uk email system. All complaints are logged within the Freshdesk system.
- Complaints will be acknowledged in writing within two working days. All complaints will be documented and retained.
- The relevant department Manager will investigate the complaint and advise the client of the resolution and/or an apology, ensuring copies of correspondence are retained.
- If the complaint is not resolved within five working days, written notification of ongoing investigation and expected conclusion date will be sent to the client. All complaints will be resolved within 28 days.
- Should the relevant department Manager fail to reach a satisfactory conclusion all following communications will be addressed to the Managing Director.
- Any findings will be communicated to the relevant parties via email and retained.

Signed:



Mark Weston

Date: 22/01/2024

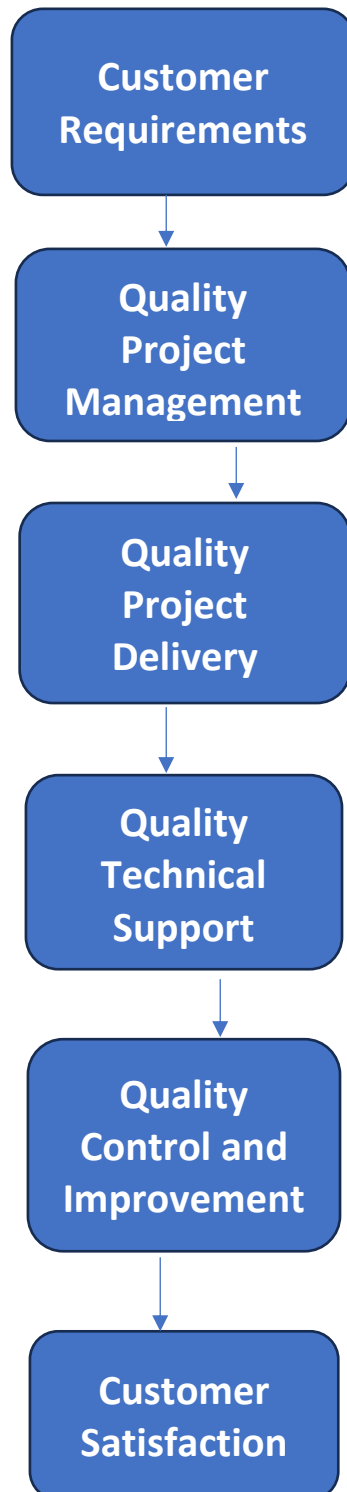
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1	15/01/2024	Initial draft	Tammy Dolan

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Quality Management System



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