

# Quality Policy & Objectives

## Quality Policy

Our mission as an organisation is to deliver innovative, IP based solutions that provide the reality of AV/IT integration. It is our policy to maintain a Quality Management System designed to meet the requirements of ISO 9001:2015 and ensure that our products and services fully meet the requirements of our customers at all time. Ajartec has a continued desire to achieve and grow with a strategic end goal to identify where we create and add value to the objectives we define and share with key partners and customers.

Our primary goal is to achieve high levels of customer satisfaction at all times to enable us to achieve sustainable business growth. We recognize that customer service is an essential element of the quality process and to ensure this is fulfilled, all employees receive training to enhance awareness and understanding of the quality policy and its impact on customer service.

The Quality Policy is based on 3 principles:

- Ensuring that we fully identify and conform to the needs of our customers.
- Assessing our service provision processes to identify the potential for errors and taking the necessary action to eliminate them.
- All staff should understand their job requirements and adhere to their roles accordingly.

For successful implementation of the policy, all employees are responsible for identifying customer requirements and ensuring that the business procedures are followed to meet those requirements. We have established a set of measurable quality objectives to help us monitor and ensure that the requirements of this policy are adhered to correctly. These will be monitored and reviewed during our management reviews.

The quality policy principles and objectives will be communicated to all employees during standard training meetings and displayed across the office to maintain staff awareness. We are all committed to upholding this standard and we will maintain the necessary quality approvals consistent with our customer requirements. Our company will constantly review and improve our services to ensure tasks are completed in the most cost effective and timely manner for the benefit of all our clients. It is a prime requirement that all Ajartec employees recognise Ajartec's mission, and accept the responsibility of their own output.

The Directors recognise that specified, communicated, measured and reviewed objectives for quality can be achieved through senior management leadership, adequate resources and with the co-operation and commitment of all employees, customers and suppliers. To facilitate and ensure such success, Ajartec's system operation has been defined and described in our documented BMS manual.

Internal audits are conducted periodically to monitor the progress of our quality system and identify corrective and/or preventive actions to help us continually improve our operation and services.

Signed:



Andrew Martin  
Managing Director

## Quality Objectives

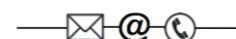
The following objectives are established to support our organisations efforts in achieving our quality policy and are reviewed annually for suitability. Our objectives are based on our previous years' performance against our long term 5-year business goal. These objectives are tailored to towards our successful, sustainable business growth and are communicated through business meetings as a whole company and departmentally.

Each department is responsible for delivering its objectives and this is monitored via individual appraisals and team meetings.

- We will deliver all business activities accident and injury free.
- We will deliver all projects within the allocated budget.
- We will deliver all support contracts within contracted SLA terms.
- We will endeavour to achieve excellent client satisfaction feedback
- We will achieve sustainable growth by planned allocation of the company resources such as finances and personnel to fulfil actions that deliver a return on investment for the business.

Quality objectives are reviewed annually during Management Review meetings by measuring against actions, audits and staff appraisals.

| OBJECTIVE                                                                                                                                                                       | MEASURE                                                                                                                                                                                                                                                                                               |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Deliver all business activities accident and injury free                                                                                                                        | Assess Accident and Incident log<br>Assess Staff Training and Competency Matrix                                                                                                                                                                                                                       |
| Deliver projects within the allocated budget                                                                                                                                    | Monitor project delivery performance via the company CRM system                                                                                                                                                                                                                                       |
| Deliver all support contracts within contracted SLA terms                                                                                                                       | Monitor support contract performance via the company CRM system                                                                                                                                                                                                                                       |
| Achieve excellent client satisfaction feedback                                                                                                                                  | Measure customer satisfaction and our service provision using periodic customer satisfaction surveys                                                                                                                                                                                                  |
| Achieve sustainable growth by planned allocation of the company resources such as finances and personnel to fulfil actions that deliver a return on investment for the business | Monitor year on year business revenue performance using accounts data<br>Assess performance of all of the above objectives to ensure we are providing our clients with the quality standards expected to aid in our business growth and establishing long term relationships, earning repeat business |



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