



## Quality Policy

The Quality Management System covers the supply and installation of network solutions, storage area networks, high performance computers, consumables, including the production, configuration and sale of personal computer systems.

We recognise that all our employees are responsible for quality and have therefore empowered all our employees to support XMA's continuous improvement ethos through all business areas.

XMA's philosophy is supported through our Quality Management System, which supports the requirements of BS EN ISO 9001:2015 by;

- Developing, maintaining and reviewing quality objectives by Top Management
- Ensuring employee awareness, compliance and adherence to the Quality Management System
- Committing to the continual improvement of our products and processes
- Enhancing customer satisfaction
- Conducting structured Management Reviews, to ensure continued suitability

These are supported by the establishment and review by Top Management of the following key performance indicators;

- Product conformity
- Response times & delivery lead times
- Service level agreements
- Customer satisfaction

Approved by: **Mike Ray**, Finance Director

**Lee Hemani**, Managing Director

Date: 9<sup>th</sup> January 2018

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