



# Quality Policy

XMA's Quality Management System, certified to BS EN ISO 9001:2015, 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 through our Purpose, Vision and Values have empowered all our employees to support XMA's continuous improvement ethos through all business areas.

XMA aim to exceed our customers' expectations and satisfy the obligations and legal requirements of all interested parties.

Our Purpose, Vision and Values drive our strategy and business objectives.

## Our Purpose



**UNDERSTANDING** CUSTOMER GOALS & EXPECTATIONS



**ACTING AS A TRUSTED ADVISOR**



**DESIGNING BEST TO FIT SOLUTIONS**



**EXCEEDING** CUSTOMER EXPECTATIONS



**DELIVERING ON OUR PROMISES**



**PARTNERING WITH LEADING VENDORS**

## Our Vision



**BUSINESS SUCCESS**



**BUSINESS GROWTH**



**OPERATIONAL EFFICIENCY**



**GREAT PLACE TO WORK**

## Our Values



**MAKE A DIFFERENCE**



**POWERED BY OUR PEOPLE**



**CUSTOMER FOCUS**



**FORWARD THINKING**

Our purpose is to deliver IT solutions which exceed expectations enabling customers to evolve and transform the way they work.

We have a clear vision which focuses on achieving business success through growth, operational efficiency and by creating a great place to work for our staff.

This policy was created through consultation with our staff and is developed, maintained and reviewed by Top Management.

Approved by: **Kelvin Lee**, Operations Director **Lee Hemani**, Managing Director

Date: 1<sup>st</sup> July 2020  1<sup>st</sup> July 2020 