



QUALITY MANAGEMENT SYSTEM

Quality Policy

This Quality Policy has been produced, reviewed and approved by the Senior Management Team, the SMT of GO2 Telecom Ltd who ensure it is appropriate to our business, demonstrates commitment to the achievement of quality and supports continual improvement.

The policy provides a framework for our measurable quality objectives controlled in our Quality Management System.

A signed copy of this policy statement is displayed and is communicated to all staff. The policy is reviewed at periodic Management Review of the QMS carried out by the SMT.

The SMT have established and implemented this Quality Policy to ensure that we understand our customers' needs and that we develop, produce deliver and support our services to satisfy those needs better than our best competitor.

We aim to satisfy our customers by making Quality paramount in all we do and becoming their first choice through teamwork, with everyone acting together in the best interests of the customer and the company.

We are committed to meeting all applicable compliance regulations and the requirements of the international Quality Standard ISO 9001:2015.

We are also committed to continual improvement in our service delivery which is essential for us to provide world-class performance on quality, service, and cost. Top Management ensure that everyone within the company is individually responsible for their work output, and for sharing those improvements with others who can benefit from them.

We aim to achieve our objectives through teamwork founded on our values of integrity, reliability and innovation.

This is not limited to a single project or function but means that we all work together in the interests of our key stakeholders, customers, employees and suppliers, to form mutually beneficial working relationships.

Author: Dr Keith Lloyd Jones

Approval: J Santos.

Issue 02: 01/04/22





QUALITY MANAGEMENT SYSTEM

A certificated Quality Management System subject to Third Party Independent audit by an accredited Certification Body is in place to satisfy all customers regulatory and legal requirements, and meet the requirements of the International Standard ISO9001:2015

This quality policy is available and maintained as documented information; communicated, understood and applied within the company and is available to relevant interested parties, as appropriate.

The SMT is committed to communicating, implementing, and maintaining this policy, the Quality Management System, and associated customer and regulatory body requirements at all levels in the company.

Our Quality objectives are recorded in our Quality Objectives document which is reviewed periodically by The Directors at the Management Review.

Signed

Mrs Julie Santos

J Santos

Director

04/04/23

Author: Dr Keith Lloyd Jones

Approval: J Santos.

Issue 02: 01/04/22

