

## QUALITY POLICY STATEMENT

TECHTRIO Ltd was established in 2019 to provide IT managed services and consultancy to both the private and public sector customers.

Quality is important to our business because we value our customers as well as all other stakeholders. We strive to provide our customers with products and services which meet and exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for continuously measuring and improving the quality of our service and performance of our people.

We have the following processes in place to support us in our quality goals and align with our quality system:

- Regular gathering and monitoring of customer feedback
- A strict corrective and preventative action procedure
- Continuous training and development of employees
- Regular quality audits of our internal processes
- Measurable quality objectives which reflect our business aims
- Management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees.

Management has ultimate responsibility for Quality, but we ensure all employees understand their responsibilities within their own areas of work to help ensure that Quality is embedded within the whole company.

The policy review date is 1<sup>st</sup> April 2025.

Authorised by:



Samad Choudhury

**Director**

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