



25. Quality Management Policy

The Directors and Management Team at Cavendish Communications Ltd aim for the highest standards and are committed to retain their position as leaders in communications by continuing to provide customer satisfaction and to achieve steady, sustainable and profitable growth. This is achieved through a process of continual improvement whilst meeting the relevant statutory, regulatory and safety requirements.

The principal aims of company are:

- To have a real understanding of our market and to understand our interested parties' business requirements, needs and expectations and to continually improve our service.
- To become 'experts in communications' in order to develop our knowledge and infrastructure continuously so that we can offer the latest available technology to meet our customer needs and expectations and the applicable changing demands of the market place.
- To listen to our customers and other relevant interested parties feedback both positive and negative and to ensure that all complaints received are attended to in a timely manner with a view to eliminate the root cause, prevent recurrence and to learn lessons for continual improvement.
- To strengthen professional relationships with, interested parties and supplies of externally provided processes, products and services, in order to encourage repeat business and new opportunities with existing clients and to build an efficient and effective approved supplier list.
- To win business not solely on price but through innovation and added value.
- To continually improve our performance through monitoring, measurement and analysis and improvement of business processes.
- To develop staff potential through the provision of appropriate and ongoing supervisions, competence evaluation appraisals and training, and to communicate the benefits of the management system.
- To comply with the requirements of ISO 9001:2015 by conducting regular quality system audits and management reviews and setting quality objectives to continually improve the effectiveness of our Quality Management System.
- To understand the context of the organisation, in order to effectively review this policy and identify risks and opportunities.

The Directors of Cavendish Communications Ltd are committed to providing the necessary organisation and resources to implement this policy as a statement of intent in all aspects of the business. Everyone working for Cavendish Communications Ltd has a responsibility for ensuring the quality of their work and that of persons under their supervision. These responsibilities will be defined within the company procedures and individual role descriptions and will be supported through effective teamwork and communication including controlled documented information.

Cavendish Communications Ltd will continually review the application of the Quality Policy and its relevance to the Company's Quality Objectives each year at the Management Review Meeting.