



# Quality Policy

May 2021: Version UBG LTD 1



## United Business Group Quality Policy

Independent from any manufacturer, developer, or service provider we sell, service and support hardware & software within office technology

Our mission is to be the leader in office technology services, using data to provide the absolute best service through technology, innovation, and hard work. There is no substitute for experience, and we have over 30 years of it, delivering our service to business looking for technology to play a key role in their future. Harnessing the power to transform our customers businesses into more agile, responsible, and profitable companies. We strive each and every day to deliver world class services to our full range of customers across the UK, these services include the following,

- Managed Print Service
- Managed IT Services
- PAT Testing

Our Quality Management System is consistent with ISO 9001:2015. Its purpose is to:

- Ensure we act on the feedback from our clients and others that we engage with
- Continually improve the services we provide
- Remain compliant to all legislative & regulatory requirements
- Ensure that those we engage with have a positive experience.

We do this by always looking for opportunities to improve then setting SMART objectives to maximise our strengths and minimise risk. We all have a responsibility to ensure that our clients receive a quality service and to demonstrate a high level of competence always.

Our services and systems are designed, engineered, and managed to exceed our client's expectations through the simplest and most cost effective means possible.

We are committed to a training policy that ensures all personnel have the necessary competence and training to perform their duties.

The Quality Policy is understood by and communicated to all staff within the Company. It is the responsibility of Senior Management to investigate any quality problems and ensure that corrective action and/or preventative action is implemented as soon as possible. Senior Management shall also ensure customer requirements are determined and met, therefore enhancing customer satisfaction.

All the components that together make up our Management System are regularly reviewed to ensure they are appropriate, understood and most of all the system continually improves and we exceed our customers' expectations.

**Date 02/09/2021**

This document is to be completed in conjunction with the company compliance, all policies