IC - ISO 9001 - Quality Policy

Article Number: 356 | Rating: 5/5 from 1 votes | Last Updated: Mon, Apr 25, 2022 at 11:10 AM

Quality Policy

Document classification: Public

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Applicable for all services supplied by Internet Central Limited (IC)

The Quality Management System (QMS) covers the supply and installation of Internet related services and products and communications services.

The management and all employees of IC are committed to and are empowered to support our continuous improvement ethos through all business areas and to provide high quality services and support for all our customers.

Our policy is supported through our QMS which encompasses the requirements of ISO 9001:2015 by;

- Developing, maintaining and reviewing quality objectives at senior levels
- Ensuring employee awareness, compliance and adherence to the QMS
- Continual improvement of our services, products and processes
- Monitoring and enhancing customer satisfaction
- Regular review of response times including delivery
- Service level monitoring and failure alerting
- Service level agreements and targets provided to customers with penalties for failure
- Regular review of the above to keep everything relevant and current

Executive Approval:

Jonathan Edge
Operations Director

5th Jan 2022

Posted by: Jonathan - Thu, Jun 3, 2021 at 11:31 AM. This article has been viewed 3595 times.

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