

Contents

1. Quality Policy Statement	2
1.1 Strategy.....	2
2.1 The Quality Process	2
3.1 Customer Care	2
4.1 Social Commitment.....	2
5.1 Quality Certification.....	2
6.1 Objectives	2
2. Document Information	4
2.1 Change Record.....	4

1. Quality Policy Statement

This policy statement has been developed by the Quality Manager in conjunction with the Management review team and it is our statement of intent for our Integrated Management System (IMS) – Quality. Maintel is committed to our strategy of placing quality at every stage of our business.

1.1 Strategy

Maintel senior management endeavour to inspire and lead all its employees with various media and communication styles and activities to achieve a company-wide system of continually improving quality, making sure all employees are involved in the aim of the highest standards achievable, meeting the requirements of customers, suppliers and in accordance with applicable legislation.

2.1 The Quality Process

In line with our IMS Manual and by using key performance indicators, regular Management review and quality audits to measure and continually improve our performance throughout the company, our processes always have customer satisfaction and commitment to service in mind.

3.1 Customer Care

Maintel endeavour to focus on customer needs and expectations to help offer the best possible service with competitive prices and to always satisfy customer needs. We have a customer complaints system for when things may go wrong and in line with this, we operate a charter for excellence in service.

4.1 Social Commitment

Maintel actively operates an Environmental Policy throughout all areas of their business to enhance employees and the community at large and is certified with ISO 14001, we also have a pro-active safety culture and Health and Safety policy for all employees and contractors and are certified to ISO45001.

5.1 Quality Certification

Maintel are certified to ISO 9001 standard and the current certificate is available upon request

6.1 Objectives

We establish Quality objectives at relevant functions and levels, considering interested parties, overall performance and provision of products and services. Objectives are documented and reported.

Signed by

Chief Financial Officer

2. Document Information

Area	Information
Document Title	Quality Policy Statement
Author	Compliance Team
Process Owner	Compliance Team
Date Created	18/05/2017
Date Approved	24/10/2024
Minor change approval by	Compliance Team
Substantial change approval by	Chief Information Officer
Summary	Quality statement from Quality framework.
Classification	See footer
Reference	ISO 9001
Associated Records	IMS Portal, Maintel website

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2.1 Change Record

Latest Change Date	Detail	Re-approval required
24/10/2024	Update to new logo and template	Provided