

Our Quality Policy



# Our Quality Policy

SBL Group Ltd, Kingsley Hall, Bailey Lane

Manchester, M90 4AN

<b>Title</b>	<b>QMS002_OUR QUALITY POLICY</b>
Person Responsible	Quality Manager
Date Last Updated	12 July 2016
Version	2
Status	Released
Location	QMS Sharepoint

Senior Management within SBL Group have established and implemented this quality policy and will continue to maintain this whilst ensuring the quality policy's integrity is maintained when changes to the Quality Management System are planned and implemented. Senior Management assign the responsibilities and authority for ensuring; conformity to the requirements to everyone who is responsible for the quality of their work within SBL Group Limited.

The primary purpose of our quality policy is to achieve sustained, profitable growth by providing services and solutions that consistently satisfy the needs and expectations of our clients. Within the market in which we operate as a provider of unified communications we aim to deliver the best possible unified communication solutions to help our customers improve customer experience and business profitability. It is only by achieving and then exceeding client satisfaction we will in turn retain and generate business.

This level of quality is achieved through the adoption of a system of process that reflects the competence we are committed to providing to existing clients, potential clients and demonstrating to independent auditing authorities.

Achievement of this policy involves all staff who are individually responsible for the quality of their work. In turn this will result in a continually improving the working environment for all. Top Management have provided a framework for setting quality objectives and are committed to ensuring that all applicable requirements are satisfied and are also committed to the continual improvement of the Quality Management System. Authority for ensuring; the promotion of customer focus, the processes are delivering our intended outputs and reporting on the performance of our QMS including opportunities for improvement has been assigned by Top Management to the Quality Manager who is also a Director of SBL Group Limited.

This policy is provided and explained to each employee by management's quality representative (QMSR) and HR to ensure that the policy has been read, understood and is applied within the organisation.

The objectives of the Quality Management System are:

- To maintain an effective Quality Management System (QMS) complying with International Standard ISO9001.
- To achieve and maintain a level of quality which enhances our reputation with our clients.
- To endeavour, at all times, to maximize client satisfaction with the services provided by us.

We determine and verify that our work meets or exceeds its own - and client - expectations.

Top Management have agreed that they will review the Quality Management System periodically. The aim is to ensure and enhance the quality of work through a continuous process of asking and responding to the following questions in order to continually improve products and services:

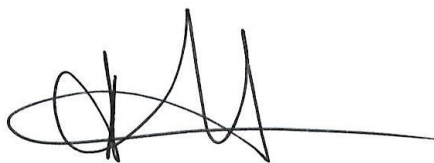
- What have we done?
- How well did we do it?
- How can it be done better?

- And, what evidence do we have to demonstrate the above?

The objectives, which underpin our policy, are:

- To develop a full understanding of the needs of our clients, openly discussing the individual requirements of every contract where applicable and appropriate to ensure clients are fully satisfied with our work;
- Through regular service reviews SBL Group Ltd work in close co-operation with clients and suppliers / sub-contractors to provide the best quality of work and service – and to be responsible and accountable for the quality of work;
- To maintain high standards of quality and continuous improvement through actively seeking client and stakeholder feedback, and to use this as a format for continuous assessment, identifying improvements to existing working practices and areas for strategic development;
- To ensure that all resources are sufficient and appropriate to support the work (e.g. through continually developing and upgrading the company's IT systems to meet latest standards);
- To be able to respond to clients quickly and accurately by streamlining our quotation / proposal process;
- Introduce 'Closed Case' fault analysis on a bi-monthly basis;
- Continually evaluate and ensure the warranty handling process;
- The following types and measure are used to ensure client satisfaction:
  - Complaints: Maintain a client satisfaction rate of zero complaints per year.
  - Surveys: Ensure CSAT score of 4.2 and above over course of the year.
  - Retention: Ensure no more than 3% loss of clients over the course of the year.
  - Referrals: Ensure SBL achieves a NPS score of +30 over the course of the year.
- Have a least 2 people trained or qualified for every task (where possible).

Signed on and behalf of the Board of Directors for SBL Group



Andrew Nash  
Director  
SBL Group Limited  
Date: 18-07-2016