

## Quality Management System Policy

Entegraty adopt a 'Fresh Approach to IT' by providing a range of I.T. solutions inclusive of CRM (*Customer Relationship Management*) Systems, managed services and technical support as dictated by client's requirements.

We have been providing Information Technology solutions for over 15 years and we aim to sustain and continually improve the provision of service to our existing and prospective clients to further enhance our reputation and exceed customer expectations.

Entegraty believes that *Quality* derives from a staff commitment to service and excellence. This belief is incorporated along with our corporate values, which are:

- ✓ **Enterprise**
- ✓ **Integration**
- ✓ **Integrity**

### The Director and top management of Entegraty are committed to:

- Understanding and meeting the needs of our clients
- Providing and maintaining a high level of quality in the provision of service and all communications with our existing and prospective clients
- Ensuring that all contractual requirements between our customers and ourselves are met and that we shall engage with our customers to obtain feedback in respect of our provision of service
- Continually improving, and always providing the highest level of service delivery and quality.
- Striving to exceed customer expectations
- Comply with all relevant and applicable legislation and ensure the prevention of accidents or pollution as a result of our business operations

### In particular Entegraty shall:

- Establish defined Objectives & Targets for the growth, continual improvement and development of this business and its operating systems via the management review process
- Implement and maintain UKAS accredited certification to ISO9001
- Promote a culture of awareness and improvement throughout our business
- Continually strive to provide rewarding customer service and support through the training and review of staff and their performance
- Provide suitable and sufficient resources throughout the business to enable provision of service to be made
- Meet all legal and regulatory requirements
- Seek to minimise wherever possible exposure to risk and the extent of environmental impacts created by the business

Customer requirements are paramount. Quality begins and ends with the customer and we strive to always satisfy their needs. This is reflected in our flexibility - both as individuals and as an organisation. The Director takes a personal interest in all projects and is available to meet with our clients to ensure that they are satisfied with progress. To this end we have built many mutually beneficial relationships with clients and customers.

We have a strong commitment to quality and the Director takes a personal interest in all projects and is available to meet with our clients to ensure that they are satisfied with progress. Quality improvement is considered to be the responsibility of all employees within Entegraty and we have embedded an ethos of continual improvement supported by documented processes, procedures and controls throughout the organisation.

This quality policy shall be reviewed as and when required, but as a minimum, on a yearly basis to ensure it remains applicable to the organisation.

**Signed (Director, Quality Manager):**

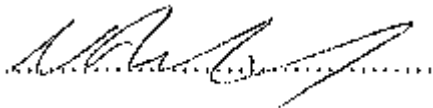
**Dated:** 20<sup>th</sup> October 2014



Hossein Parvarandeh

**Signed (Quality Representatives):**

**Dated:** 20<sup>th</sup> October 2014



Nick Rainbird



David Rogers