1.0 PURPOSE

To define the policy to be adopted to support quality within the company.

2.0 APPLICATION

This policy applies to all products and services provided by Ecom throughout the UK and Ireland and will be operated by all Ecom personnel.

3.0 REFERENCES

ISO 9001:2015 5.2

4.0 QUALITY POLICY STATEMENT

Establishing quality standards with our customers prior to the commencement of any project is critical for credibility and trust reasons. Ecom offers comprehensive product and customer support services, providing bespoke solutions in accordance with customer requirements, and following all appropriate regulation, procedures and guidance. Ecom utilises examples of industry best practice and standards to inform its methods of working.

Ecom is comprised of a dynamic team of talented software engineers, analysts and support staff who develop leading software solutions and services for our partners and customers.

We specialise in bespoke software solutions incorporating analysis, design, implementation and ongoing support for our clients across a range of sectors in the UK and Ireland.

- Our quality policy is to understand and meet (or exceed) our customers' quality expectations, and to efficiently deliver our quality objectives through reliable processes, which are continually reviewed, improved and supports the strategic direction of the company. This is achieved through maintaining a documented Quality Management system which complies with the ISO 9001:2015 standards.

- Recognising and rewarding great quality performance, from both teams and individuals.

    - To provide leadership and encourage engagement of people through our processes and relationship management.

    - Develop staff competencies, creativity, empowerment and accountability through appropriate development programs and show strong management involvement and commitment.

- Drive continual improvement and innovation based upon efficient business processes, well-defined measurements, best practices and customer feedback.

Our quality policy is defined and strongly driven by our company values and principles:

Values

Profit & Growth	We strive to meet the expectations of customers, shareholders and employees
Employees	We respect and support individual growth
Customers	We seek to be their valued and trusted partner
Technology	We seek to create new value through innovation
Business Partners	We build mutually beneficial relationships
Quality	We enhance our reputation by providing a quality service

Principles

Customer Focus	We think from the customer's perspective
Leadership	We encourage and support personal development
Engagement of People	We commit to treat people fairly and reward achievement
Process Approach	We utilise a process approach which is clearly understood by both our customers and employees
Improvement	We enhance customer satisfaction by meeting customer requirements We strive to continuously improve all that we do
Relationship Management	The customer is our No 1 asset and everything we do is aimed at building mutually successful partnerships

The quality policy is communicated and understood throughout the organisation and is available to all staff via the company Team Site on SharePoint. The quality policy is also available to the public and other interested parties upon request.

All personnel within the company are responsible for the quality of their work. The company provides training and has established systems to assist all personnel to achieve the standards required. The policy, organisation and processes necessary to achieve the required standards are described in our Quality Management System which is available via the company Team Site on SharePoint.

The Quality Manager is responsible for monitoring the quality system and reports regularly to the Management Team on the system's implementation, status and effectiveness. Performance is reviewed on a regular basis by the Senior Management Team through Management Review Meetings.

We attempt to benchmark our quality standards alongside internationally recognised standards and where possible, aim to deliver to enhance our customers' expectations of our quality assurance agreement.

5.0 Related Documents

All policies and processes and templates operated with Ecom's Quality Management System.

Signed:

Gareth Creaney
Technical Director