



## Global IT Factory Quality Policy

Global IT Factory is an IT Services Company specialising in the provision of leading edge, cost effective, IT Services. We achieve this through a combination of experienced onshore consultants and global delivery teams & partners.

Global IT Factory's brand promise is "Leveraging Global IT Expertise". This promise is supported by 3 key attributes:

- Responsive to customers' needs and objectives
- Resourceful in finding the most efficient approach to deliver the services and products
- Reliable in terms of delivering high quality services and products

Our company strives to achieve sustainable growth through consistently satisfying the diverse needs and expectations of our clients. Global IT Factory is committed to effective implementation of our Quality Management System (QMS) in compliance with the ISO 9001 Standard.

Global IT Factory is committed to the continual review and improvement of our Quality Management system to ensure we continue to meet the requirements of our customers in a technology based business environment.

We strive to achieve this by:

- Promoting an understanding of our customers' needs and expectations throughout the organization
- By building a culture where we strive to exceed customer expectations.
- Aligning the purpose and context of the organisation to its strategic direction through stakeholder analysis.
- Ensuring compliance to all applicable statutory and regulatory requirements.
- Developing seamless processes by fully integrating the services we provide.
- Monitoring our performance through measurable metrics (eg: Internal audits) in order to continually improve our processes and services.
- Ensuring that management on all levels communicates and explains the quality policy to all employees so that everyone is familiar with the policy and its intent. It will also be made available to interested parties.
- Establishing, reviewing and communicating the company's quality objectives to all levels of the organisation.
- The objectives will be monitored on an ongoing basis in alignment with the quality management plan and reviewed during planned management review meetings.
- Utilising the company's ISO 9001 quality management system on all company processes everywhere, every time, without exception.
- Reviewing this policy during regular management review meetings.

Approved by: Gary Foster

Signature:

Position:

Director

*Date of Initial Approval:* 11<sup>th</sup> May 2016  
*Date of last review* 11<sup>th</sup> May 2016  
*Date of next review* 11<sup>th</sup> May 2017