



Quality Policy

Computer One has defined a Quality Policy that includes objectives and commitments that it aims to maintain with respect to client needs and expectations.

To promote efficiency and consistency throughout the company, we implement a process approach to planning, reviewing and improving a quality management system that complies with ISO 9001:2015 and controls all our working processes.

Our clients benefit from our partnership approach, which embraces a set of joint values that underpin our commitment to achieving a 'right first time', on time, every time' overall quality performance.

We are committed to continually improving the effectiveness of our operating processes to meet the needs of our customers, stakeholders and other interested parties and ensure we satisfy their requirements.

Our aim is to ensure we always maintain client focus and deliver above their expectations.

To achieve our aim, we will:

- Commit to continually improving our performance in every area of our business. Each department is set to meet or exceed these expectations
- Train and develop all our people to ensure they have the necessary skills to facilitate the delivery of our policies and the achievement of our objectives
- Communicate our policies and objectives throughout the organisation and ensure they are understood, implemented and achieved
- Monitor and regularly review our policies and objectives to ensure they remain relevant to the needs of our clients and our business as it continually evolves
- Always maintain client focus and implement effective systems and procedures to monitor levels of customer satisfaction and take immediate and effective action to address any and all concerns



James Walker
 Managing Director

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