



Computer One's Quality Policy

Computer One is committed to delivering high-quality products and services that meet or exceed our clients' expectations, driving customer satisfaction and loyalty higher.

Our approach is guided by the following principles:

- **Process Efficiency & Consistency:** We use a structured, process-driven approach to ensure efficiency, consistency, and continuous improvement in all areas of our business. Our quality management system aligns with ISO 9001:2015 standards.
- **Commitment to 'Right First Time, On-time, Every Time' Delivery:** We foster strong partnerships with clients, sharing core values that drive our goal of delivering accurate, timely, and reliable results.
- **Continuous Improvement:** We continually enhance our processes to meet the evolving needs of customers, stakeholders, and other key partners.

How We Achieve This:

- 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 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

By adhering to these principles, Computer One remains dedicated to maintaining high-quality standards and continuous improvement.



James Walker
 Managing Director

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