

# Quality Policy and Objective Statement

SolutionsPT provide IT Solutions for Industry, empowering our customers to become world class in efficiency and productivity. We are based at Cheadle Royal Business Park and have grown to 90+ employees. We pride ourselves in our positive culture and award-winning workplace.

SolutionsPT, in its operations as a leader in Industrial IT Solutions, has achieved the ISO9001:2015 standard and is committed to a programme of quality assurance. We seek to continually improve the effectiveness of this Quality Management System. We utilise a process of continual improvement of processes and products and establish and renew objectives, wherever our system may benefit from doing so, alongside sales improvement initiatives and process changes. We work closely with our customers and suppliers to establish the highest quality standards.

Our products and services are reviewed via data collected from our support functions, and customer satisfaction feedback received through the Net Promoter Score (NPS) and Customer Effort Score (CES) surveys.

We train our staff in the needs and responsibilities of Quality Management and provide the personnel and resources to ensure that the importance of meeting and exceeding customer requirements is communicated and understood throughout our organisation.

Staff are encouraged to review their working practices and suggest methods for improvement, where appropriate. In addition, all relevant processes are reviewed, and improvements determined where practical.

To this end, it is established company policy

- To be technically competent and prompt in responding to customer enquiries, quotation requests and purchase orders.
  - To provide comprehensive and timely customer support for SolutionsPT products through the close integration of the principal customer liaison functions, Sales and Support departments, ensuring customer satisfaction in the products provided.
  - To continually develop and improve the products, packages, modules and services supplied by us.
  - To offer facilities to customer representatives to visit the company and verify that established quality procedures affecting their interests are being followed.
  - To develop and maintain a high level of skill and competence through comprehensive and regular training of SolutionsPT staff.
- To commit to continual improvement in all areas of the business.

Signed by:



John E Bailey  
Executive Chairman

25/02/2021