



ISO 9001:2015-5.2

Quality Policy

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COMPANY PROPRIETARY INFORMATION

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Quality Policy Statement

Centerprise International Ltd is committed to operating a Quality Management System which places customer satisfaction and product performance as its top priorities.

The Quality Manual has been prepared to document the statement of the quality policy and quality objectives of Centerprise International Ltd. It contains the documented procedures required by ISO9001:2015 needed to ensure the effective planning, operation and control of the described company's processes. Our ISO 9001:2015 Quality Manual and the associated procedures act as the core documents when producing additional documents to support the other accreditations.

The company supplies IT solutions to its customers that include:

- The manufacture, installation and maintenance (on-site and off-site) of customised PCs and servers.
- Supply of peripheral equipment and PC components.
- Provision of enterprise and client-based software.
- To design and develop bespoke applications to meet the needs of the customers
- Provision of IT solutions and managed services
- The provision of business continuity services covering planning, disaster recovery and consultancy
- The provision of secure asset recovery and disposal facilities at our Welsh site

The core objectives of the Company are stated below:

The organisational vision of the Company is 'to work ethically to help our customers tackle real-life issues affecting society'.

In achieving our vision, we will:

- Maintain and add to our comprehensive Quality Management System, ensuring at all times that our working practices reflect how we do business whilst meeting the requisite ISO standards.
- Instil a culture of continuous service improvement across all aspects of our business and will encourage our individuals to take ownership of resolving any identified shortfalls in policy and/or process.
- Focus on both the Health and the Safety of our individuals by creating a working environment where people are able to share observations and concerns without fearing reprisal or blame.
- Ensure our business ethics are always beyond reproach and we will be diligent in meeting our statutory and Corporate Governance obligations.

The Quality System is constantly under regular review and audit. All employees of Centerprise International Ltd are invited to suggest possible improvements in working practices to the Group Quality Manager.

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CEO

05/09/2024
