1 Purpose and Scope

1.1 Purpose

This Quality Policy Statement defines the commitment made by Modern Networks to meet, and where possible exceed, the requirements of ISO 9001:2015. It also sets out our commitment to upholding quality management best practice across our UK domain.

1.2 Scope

This policy sets out the responsibilities and requirements for implementing an IMS in relation to quality management and the requirements of ISO 9001:2015 within Modern Networks Limited. Modern Networks quality policy applies to all staff and all workplaces, events, situations, tasks, buildings, equipment, methods and products used in carrying out the company's activities.

2 Policy Statement

The aim of the quality policy is to consistently deliver a service that either meets or exceeds both clients' and applicable legislative requirements, as well as aim to enhance customer satisfaction.

Modern Networks is committed to delivering a professional, consistent, and efficient service to its clients, through an integrated management system (IMS) approach designed for certification to ISO 9001:2015 that provides a framework for maintaining and reviewing any quality objectives against which our performance can be measured.

Senior Management will ensure that the quality policy is appropriate for the purpose of the organisation and will review this for continued suitability.

This policy has been communicated to all Modern Networks personnel and is made available to interested parties on request.

To summarise, Modern Networks is committed to:
• Provide a consistent quality service that meets or exceeds clients' expectations and satisfaction;
• Provide innovative and cost-effective solutions to our clients;
• Foster a culture of continuous improvement among all personnel in all aspects of their daily activities;
• Provide sufficient resources, training of staff and supervision of external parties to achieve continuously high levels of quality and service

Senior Management is accountable for the development, communication and implementation of this quality policy and to ensure continual improvement, aimed at achieving service conformance, enhanced operational efficiencies, and client satisfaction.

Modern Networks has committed staff and resources to comply with applicable requirements and continually strives to improve the effectiveness of the integrated management system (IMS). Personnel are required to adopt and comply with all these systems, to achieve and exceed these policy objectives.

3 Compliance with Policy

In order to comply with this policy and to ensure its key objectives are met, Modern Networks will:

- Ensure policies and accompanying processes are aligned with this overarching policy;
- Ensure all staff are made aware of this policy though inductions and training;
- Put in place appropriate and processes to enable adherence to this policy;
- Review on an annual basis adherence, efficiency and effectiveness of this policy.

4 Roles & Responsibilities

Role	Responsibility
The Senior Management Team	Is responsible at an executive level for ensuring that appropriate provisions are in place in order for the policy to be implemented and embedded in practice.
The IMS Team	Is responsible to ensure that: • This policy is reviewed at least once annually to ensure its continued suitability and effectiveness. • Opportunities for improvement are identified and implemented.
Heads of Departments and Line Managers	Are responsible for ensuring staff members are aware of their responsibilities under this policy and any relevant supporting processes
All members of staff	Are responsible for reading, understanding, and following this policy and any relevant supporting processes.

5   Document Information

Document Author:	Devi Kroll
Document Owner:	Matthew Reeve - CEO
Document Classification:	Public

6   Amendment Record/Document Control

This document is reviewed to ensure its continuing relevance to the systems and process that it describes. A record of is given below:
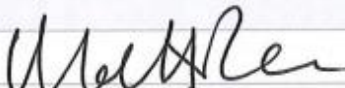
Author	Context	Version	Approval Date	Review Date
Rachel Churchman	Initial Draft	0.1		
Rachel Churchman	Final Approved following review	1.0	18 January 2022	January 2023

7   IMS Document Review

It is the policy of Modern networks to review all policies at least annually. The review will be recorded and if changes are required a new major or minor version of the document will be issued.

Review Date	Reviewer(s)	Review Notes	Next Review Date
22- May 2023	Devi Kroll, Geraint Williams	Version 1.0 Document reviewed. No changes required.	May 2024

8   Approvals

Date	Name and Signature		Position
18.1.22	MATT REEVE	*(signature)*	DIRECTOR