



Quality Policy Statement

The Quality Policy of ITI Network Services forms the framework for the setting of "SMART" quality objectives in alignment with the overall strategic business plan.

ITI Network Services is totally committed to maintaining a comprehensive quality operation, based on the management principles and requirements of the current version of the quality management standard ISO 9001. The Company Vision is to be recognised within industry as a first-class specialist in the implementation of fixed and wireless telecoms networks and electrical services, support & maintenance. The Company aims to achieve this by continuously monitoring and improving its processes and performance with respect to business efficiency, with the goal of providing a service which is "**RIGHT FIRST TIME**".

The Company Procedures Manual describes the quality management systems of ITI Network Services, and how the company complies with the requirements of ISO 9001.

The Company seeks to exceed customer expectations through a fully professional, planned but flexible approach, and by the correct completion of all orders on time at an agreed price and through the operation of its Quality Systems it aims to ensure that it complies fully with its contractual obligations by:

- performing planned quality related activities under controlled conditions
- providing goods/services that are to the requisite standard/specification
- putting the needs of the customer and project first
- observing appropriate legislation and regulations
- investing in training and new technology
- fully meeting all agreed requirements.

The Senior Management Team remains accountable for the effectiveness of the Quality System and for leading, supporting and encouraging the Quality & Project Management Team and other staff and subcontractors to contribute to its effectiveness. This does not remove the requirement for all staff and subcontractors to be responsible for the quality of their own work at all times. To measure its success at meeting its quality objectives the Company will:

- Ensure effective monitoring and audit of all new customer Projects in accordance with its own internal and contractual requirements, and (where required) report audit findings to the customer
- Carry out regular business and quality reviews, both internally and with its customers in accordance with their requirements
- Maintain contact with its customers throughout the project to ensure immediate response to issues and corrective action requirements.

The Senior Management Team continuously reviews its operations and communicates any changes through its team leaders. The Team also formally reviews this Policy and its objectives for quality together with its operational processes and feedback at its Quality Management Review Meetings, held on a minimum of an annual basis in accordance with the requirements of the ISO 9001 standard.

Dave Newton

Managing Director

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