

## QUALITY POLICY STATEMENT

CMC Ltd are committed to understanding the needs and expectations of our customers and all interested parties, satisfying these needs by delivering industry leading innovation, products and services to small and medium businesses who demand more. CMC Ltd aims to be the industry leading standard which others aspire to and cannot match.

This will be achieved through the active participation of all employees in the implementation, maintenance and continual improvement of a Quality Management System which complies with ISO9001:2015 and all statutory and regulatory requirements.

A key part of our Quality Management system is having defined quality objectives to identify and improve customer satisfaction.

The management has a continuing commitment to:

- Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
- Communicate throughout the organisation the importance of meeting customer needs and legal requirements
- Establish the Quality Policy and its objectives
- Ensure that the management review meeting sets and reviews the quality objectives, and reports on the Internal audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
- Continually improving the effectiveness of the Quality Management System
- Ensure the availability of resources

The company is committed to the training and development of its entire staff and these objectives are communicated and monitored regularly.

CMC Ltd has built its foundations on relationships with employees, partners, clients, associations and contractors. Our reputation is based upon recommendations and this has helped set us apart from our competitors. CMC has 4 key values; experience, independence, innovation and service.

### The Challenger Ethos

#### **Experience, independence, innovation and service**

These are the values that make Challenger the award-winning business communications provider it is today.

Established in 1991, and serving a diverse base of customers, we have a wealth of **experience** and know-how in finding the right solution.

Not bound by any one manufacturer, we pride ourselves on our **independence**, matching needs with solutions that exceed expectations.

We meet needs with **innovative** products and services, custom tailored to guarantee improvements in business processes.

Above all, we provide exceptional **service** to our customers. Understanding and implementing technology is nothing without the support of our knowledgeable, approachable and capable people.

Challenger Business Communications – built around our customers to set the standard for business communications today and for the future.

At CMC Ltd, we encourage feedback. This is collected in a variety of ways including;

- Formal client review meetings;
- Key Performance Indicator meetings with clients, contractors and contract customers.

The effectiveness of the Quality Management System is monitored by planned and unplanned audits, management reviews and effective corrective and preventive action.

All personnel have been made aware of the management commitment to this policy and all aspects of quality in general, and are encouraged to demonstrate their own support to the system by continuous active participation.

Signed:

*Jeff Eamens*

Dated: 16/09/20