

## Quality Policy Statement

Focused IT Limited's mission is to be recognised as a leading Managed Services Provider (MSP) company, using the latest technology, processes, and knowledge to deliver a service customers can trust, thus helping customers to realise the full potential of their own products and services worldwide.

Focused IT Limited is committed to:

- satisfying applicable requirements, including the needs and expectations of all our interested parties,
- working with customers, employees, and suppliers to establish and maintain the highest quality standards,
- providing the necessary resources to achieve our objectives, and the continual improvement our quality performance and quality management system.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- regular gathering and monitoring of customer feedback
- a customer complaints procedure
- selection and performance monitoring of suppliers against set criteria
- training and development for our employees
- regular audit of our internal processes
- measurable quality objectives which reflect our business aims
- management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly and are held on an online internal platform which is made available to all employees.

To deliver the above commitments, we have an established quality management system that is in-line with the IASME Cyber Essentials Plus scheme and implemented with the objective to:

1. Assess our business threats and opportunities, and to reduce these risks and deliver the opportunities.
2. Understand our compliance obligations and implement their requirements.
3. Plan for business interruption events and ensure adequate arrangements for business continuity should the interruption events occur.
4. Ensure that our own staff are competent and aware of their own roles and responsibilities.
5. Provide the best technology and equipment and maintain quality working environments.

6. Ensure that where we outsource activities, the suppliers are professionally competent.

7. In the delivery of services ensure that:

- client requirements are fully identified, planned, and delivered,
- the confidential nature of the work carried out is respected,
- the client is fully and reliably informed of project progress, and that conformance to client specifications is achieved.

8. Review the performance of the company, including achievement of customer satisfaction and of quality objectives.

9. Deliver continual improvement through improvement plans and control of non-conformity.

We have established quality objectives to achieve the above commitments which are regularly monitored by the management team.

We communicate our quality policy to all interested parties. This policy is displayed on company premises, presented at new employee induction, and made available upon request from interested parties.

We review the effectiveness and adequacy of this quality policy on an annual basis and as part of change planning, lessons learnt, knowledge transfer or following a quality non-conformity or other failure to meet our quality objectives. Although the Managing Director has ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the company.



Mark Watson – Managing Director

Next review date: 10/08/2025