



GrillaTech

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## Quality Management Statement

This is the statement of general policy and arrangements for:

**Grillatech Limited**

Overall and final responsibility for quality management:

Dave Stanley

Grillatech is totally committed to the principles and practice of excellence and the requirements of the ISO 9001 Quality Management System Standard. The scope of our work includes all activities relating to professional services, IT managed services and IT support services.

Our overall objective is to consistently provide customer value and satisfaction in service through world-class leadership, continual improvement, employee development, recognition and social responsibility. Our quality management system provides a framework for measuring and improving our overall business performance, supporting our company strategy and business plan, facilitates continual improvement and ensures the fulfilment of our customers' requirements and other applicable requirements.

The Senior Management Team and staff of Grillatech are commit to this:

- By ensuring that the company fully meets the requirements of its customers and by endeavouring to enhance the overall service to customers to ensure that they are fully satisfied with our products and installation services.
- By ensuring that the requirements of all interested parties are clearly understood so that our products and services can be delivered in a timely and professional manner.
- By promoting the use of a process approach and risk-based thinking; resulting in all processes being established, documented, resourced appropriately, monitored and measured to ensure conformance to their intended results (Customer requirements, Business objectives, and applicable industry regulations and legislation).
- By ensuring that its entire staff is given sufficient training and development support to ensure competency for their area of work through education, training and experience, where appropriate.
- By working closely with its customers to develop and maintain first class relationships.
- Through commitment to maintaining and developing first class supplier relationships.
- Through management's participation in the monitoring and measurement of the performance of the QMS is focussed on acting on opportunities for continual improvement.
- By planning and establishing measurable objectives based on its Quality Policy for the ongoing development of the company and its customers. These objectives are regularly reviewed and measured by management.



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