

QUALITY ASSURANCE POLICY

Mailadoc is committed to the ensuring quality across all areas of our Company for the benefit of Clients, staff and those with whom we work.

The Company is committed to continuously measuring its performance in line with established procedures to ensure that we meet and where possible exceed expectations of those organisations with whom we are contracted to provide products and services.

We have achieved an integrated certification which covers, ISO9001:2008, ISO 14001:2004 and ISO 27001:2013 encouraging us to focus on our business objectives in order that we can continually review and improve our performance.

Within our quality objectives will endeavour to:

- Monitor and measure the effectiveness of our business practices and company objectives
- Monitor customer satisfaction and set objectives for continuous improvement
- Analyse the causes of any complaint and take appropriate action to prevent recurrence
- Ensure the availability and competence of staff
- Provide the necessary work environment to ensure the well-being of our staff and visitors
- Encourage all employees to identify problems and make suggestions to improve all aspects of our working practices.
- Ensure that all employees are aware of our Quality Assurance Policy
- Ensure that we comply with all necessary regulatory, legal or other requirements.

This policy is communicated to our staff, especially new starters upon induction and is available externally upon request.

It will be reviewed each year within our management review processes.

DIRECTOR: AMANDA HORLER

DATED: SEPTEMBER 2016

