



Quality Policy

QP-01



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Document Control

Title	QP 01 Quality Policy
Version	1.1

Current Revision

	Written / Revised By	Reviewed and Approved for and on behalf of evcoms by
Name	Emily Francis	Mark Evans
Title	OpEx Specialist	CEO
Signature		
Signature Date	08/08/2024	12/08/2024
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Revision History

Version	Date	Issued By	Status	Comments
1.0	04/11/2021	EL, ME, HF,	Draft, Review & Publish	
1.1	08/08/2024	EF, ME	Update and publish	Reviewed & Rebranded

Document Classification

evcoms has classified this document as stated in the header. We do not wish for any third party other than that specifically tasked with its evaluation to have access to any content.

This document may contain sensitive information, which if were to be obtained by a competitor could place evcoms at a disadvantage.

We hope you look upon this statement favourably.

evcoms is totally committed to the principles and practice of excellence and will conform to the requirements of the ISO 9001:2015 Quality Management System Standard. The scope of the certification includes all activities relating to the company and is summarised as follows: **“provide managed services, strategic technical consultancy and support services across a range of products”**

We specialise in:

- Workforce Optimisation
- Unified Communication
- Cloud Based Call Centres
- Telephony

Our overall objective is to consistently provide customer value and satisfaction in product and 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 evcoms 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 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 ensuring through good planning and review that the best material, and equipment is made available for the manufacture of products.
- 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 focused 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.

Signed: _____

A handwritten signature in black ink, appearing to be "Mark Evans", written over a horizontal line.

Mark Evans, CEO
evcoms
Dated: 12/08/2024