

## Quality Policy

Connecting London Ltd is an IT support company providing private and business customers with the following services.

- Consultancy and Technical Architecture
- Technical Support, Remote and Onsite
- Maintenance Contracts
- Hardware and Software Sales

Quality is an important element in the company's business strategy, enabling the delivery of first class service to our customers that not only meets, but exceeds their expectations. The commitment to quality is clearly demonstrated by a Quality Management System (QMS), which is subject to continuous review and supports the provision of measurable and sustainable services. Considerable investments in software and administrative systems, which promote a strong customer focused approach have already been made, and more are planned.

Of course the integrity and value of any business systems can only be assured when checks and balances are in place. These are all contained in the "Company Operating Procedures" and "Quality Manual" which together form the basis of the QMS. The following are some of the processes or procedures described in these documents, which are used to ensure consistent, measurable and reportable delivery of quality support and service.

- Full monitoring and reporting
- Workflow management systems
- Diverse and monitored supplier selection
- Change control management
- Training and development

The effectiveness of the Quality Management System is assured by the following:

- Monthly management review meetings
- Staff quality training
- Internal auditing to ensure compliance and effectiveness
- Supplier and contractor monitoring
- Customer complaints procedure

The policy is published and made available to all staff, clients, suppliers and contractors. The Managing Director is responsible for the policy, though the routine day to day implementation and operation lies with the Operations Director and Service Manager. Regular monitoring and assessment of the QMS is carried out to ensure its effectiveness, proposed changes are subject to scrutiny and implemented after consultation with and training updates with staff.

Stefan Berthier  
Managing Director

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