

# Quality Policy Statement

Quality is important to our business because we value our customers. We strive to provide our customers with services which meet and exceed their expectations. We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance. Our total management system is certified to ISO 9001: 2015 and ISO 27001:2013 standards by the National Standards Authority of Ireland (NSAI).

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:

1. The requirements of our customers are collected effectively to ensure that Smarttech is capable of achieving customer expectations,
2. The requirements of all interested parties are clearly understood so that our products and services can be delivered in a timely and professional manner,
3. All processes employed by Smarttech to deliver our products and services are determined, resourced appropriately, documented, monitored and measured to ensure conformance to:
  - a. Customer requirements,
  - b. Business objectives, and
  - c. Any applicable industry regulations and legislation,
4. All Smarttech employees are competent for their area of work through academic achievement, training and experience, where appropriate,
5. Effective mechanisms are in place to monitor and measure customer satisfaction so that Smarttech achieves its commitment to continual Improvement.

To provide for this policy, Smarttech has established a **Management System** (TMS) in line with the requirements of the **ISO 9001** and **27001 Standards**. The TMS is an integral part of our process management and the organisation is dedicated to its continual improvement by:

1. Providing clear focus on priorities by establishing business and quality objectives, which are reviewed periodically through the management review process,
2. Making available the necessary resources to ensure that the TMS remains effective in achieving business and quality objectives, conforming to the requirements of the **ISO 9001** and **ISO 27001 Standards**,
3. Top management's participation in the monitoring and measurement of the performance of the TMS is focused on acting on opportunities for continual improvement.

Smarttech has implemented an Internal Audit Programme to ensure the ongoing suitability and conformity of the TMS is assured. The TMS has the full support of all directors, staff and associates. All staff have been provided with a copy of the Smarttech **TMS Manual** and this document, and these remain available in the Smarttech document system for further reference.

Signed: Raluca Saceanu  
Position: TMS Manager

