



Quality Policy

The Quality Management System (QMS) for Contact Originators is designed to encompass all Processes Internally and Externally by utilising the ISO quality standards.

The CEO takes overall responsibility for the drive and company commitment to its QMS. To ensure the QMS functions and develops, the CEO has appointed and supports the company Quality & Operations Manager.

The Quality & Operations Manager is a member of the Management Team and is responsible for the administration of the quality programme and for maintaining the QMS.

Contact Originators commits to comply (as a minimum) with all relevant national and international laws and regulations.

Contact Originators commit to provide a product and a service, which fully meet the requirements of its customers.

The company will ensure that all suppliers of raw materials and services used in the process maintain quality standards, which are compatible with our own quality standards.

All Company personnel will adhere to the policies and requirements of the QMS. All company personnel will be responsible for the quality of their own tasks.

Contact Originators is committed to ensure that all personnel have the necessary training, skills and tools to carry out the tasks for which they are employed.

The company will continuously improve the quality and efficiency of the QMS.

To achieve this, Contact Originators will set the quality objectives at the six-monthly management meetings and will set measurable targets that are monitored monthly by the Quality & Operations Manager and reviewed at monthly Management meetings.

Where there is a conflict between specific requirements of a contract and the QMS, then the condition of this system will not be compromised.

The CEO is responsible for implementing and operating the Policies and Procedures. This policy will be reviewed annually, updated when necessary and communicated to all stakeholders.