

Quality Policy



Policy

At Codel Software Ltd we ensure that the customers' requirements are fully and completely satisfied in an effective and efficient manner.

To assist in achieving this we have developed a management system that covers areas of the company's activities that impact on our delivery and service. This system is based on good working practices and complies with the requirements of ISO 9001.

The system has been implemented using a combination of policy, objectives, computerised systems, documentation, performance standards, and the use of competent personnel.

All employees are encouraged to actively seek on-going continuous improvements in their personal development and in the efficiency and quality of the service offered to the customers.

The system, including this policy and objectives, are continuously reviewed at management meeting to ensure that it is still effective and applicable to the organisation. The meeting will also look at the setting new objectives to continuously improve the system.

Objectives

At Codel Software Ltd we aim to ensure that the customers' requirements are fully and completely satisfied in an effective and efficient manner.

To assist in achieving this we have stated the following Quality Objectives:

1. All technical staff will be certified for the technical skills required for the their role.
2. All new sales opportunities will be contacted within one working day.
3. All customer projects are delivered on time and on budget.
4. All customer support requests are logged and managed within the helpdesk system.
5. Maintain ISO 9001 Certification
6. Maintain ISO 27001 Certification

Director:

Date: