

Quality Policy Statement

The Directors and Management of Pinacl Solutions UK Limited are fully committed to ensuring that its service delivery, installed systems and products/services are available in a manner which conforms to the specified requirements of Pinacl Solutions UK Limited, its stakeholders, and other interested parties.

The Directors and Management of Pinacl Solutions UK Limited are responsible to the organisation for the strategic quality objectives, scope, policies, procedures, communications, culture, recognition, resources and encouraging a commitment to quality.

The scope of this policy and its supporting documentation covers Pinacl Solutions UK Limited's operations and business support functions. It includes the design, installation and maintenance of Information & Communications Technology systems.

This policy applies to all Pinacl Solutions UK Limited employees, third party contractors, consultants, temporary personnel at Head Office.

The Quality Management System (QMS) operated within Pinacl Solutions UK Limited is designed to comply with the requirements of ISO 9001:2015.

Our key commitments are to:

- Establish and maintain an effective and efficient quality management system, planned and developed in conjunction with other management functions.
- Ensure that quality management system is an integral part of our business culture by regularly communicating the QMS policy to all employees.
- Conform to contractual, statutory and regulatory requirements.
- Strive to ensure that all stakeholders are aware of the requirements of our business.
- Continually improve the QMS and provide leadership towards continual improvement.
- Ensure processes are delivering their intended outputs.
- Report and audit our quality performance to improve accountability and to drive continual improvement of our QMS.
- Ensure that employees and other stakeholders are made aware of their individual responsibilities contained within our QMS.
- Ensure that the relevant needs and expectations of Interested Parties are considered and met.
- Ensure the integrity of the QMS is maintained when changes are planned and implemented.
- Set quality objectives and plan to achieve them including:
 - Customer Satisfaction;
 - Feedback from interested parties;
 - Audit findings;
 - Continual improvement.

This policy will be reviewed annually and will be made available to all interested parties.

Rob Bardwell

Managing Director

25th April 2018

