



## QUALITY STATEMENT

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## **Quality statement**

Ericom is committed to achieving total customer satisfaction through vigorous innovation and constant improvement of its business processes.

The company mission is to successfully deliver to customer's high quality, cost effective products and services on time, every time.

To fulfil the mission, the policy is to maintain a practical but comprehensive Quality System based on its stated commitment to customer satisfaction and continuous improvement.

The policy embraces the following key principles:

- The satisfaction of customers, both external and internal, shall be the primary focus of the quality management activities
- To measure the client's satisfaction by both NPS and CSAT scores
- Systems and controls shall be prevention based to foster more effective decision making
- Suppliers and partners are integral to the quality process and company's staff shall work closely with them to meet customer's needs
- Staff shall be encouraged and empowered to participate in quality improvement activities through teamwork and focused task groups
- All staff shall have individual responsibility for understanding and applying this Quality Policy in the performance of their day-to-day tasks
- Company management is fully committed to their Quality Policy through active participation in quality improvement activities and leadership by example
- Our practice follows the guidelines around ITIL with strategy, design, transition, operation and continual improvement

## **Variations**

Ericom reserves the right to vary, replace or terminate this Policy from time to time.