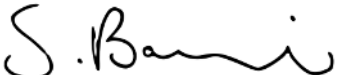# POL200 Quality Policy Statement

GBM Digital Technologies Group Limited (Incorporating Sync and Kingsfield IT) is a leader in the business tech space, providing top quality products, business and educational services, repairs and other complimentary services. We are committed to the highest levels of product & service and work closely with our clients to understand their needs and deliver tailored advice. We know every educational establishment, business and enterprise has unique requirements and we work diligently to provide products and services which will help each organisation maximise its value.

We invest heavily in our team's knowledge of the products they recommend and the servicing they provide. We place continual improvement at the heart of everything we do to ensure that the service delivered to our clients is industry leading. We closely scrutinise our entire product and service model through ongoing market analysis to enable us to understand the changing needs of our customers and meet their high expectations.

Our professionalism and commitment to quality is engrained in our culture. The organisation operates a Quality Management System to the ISO 9001:2015 standard. We are committed to:

- Maintaining a focus on our customers and their needs and expectations
- Continually developing & improving the effectiveness of our Quality Management System
- Enhancing customer satisfaction
- Communicating throughout the organisation the importance of meeting customer needs and all relevant statutory, regulatory & other applicable requirements
- Fulfilling this Quality Policy and creating a framework for establishing, delivering and reviewing our quality objectives
- Providing sufficient resources to run an effective Quality Management System

This Quality Policy and our systems are regularly reviewed in order to ensure their continuing suitability. Our Quality Policy Statement is made available to all members of staff & other interested parties.

Signed: S. Bordoni

Name: Scott Bordoni, COO

Date: 24.09.24