

Quality Policy Statement



QUALITY POLICY

Zircom Data Communications Ltd aim to achieve quality excellence by constantly meeting the requirements of all customers, both external and internal.

Quality excellence means identifying and understanding customer needs and requirements, and meeting both without errors on time every time.

All Company personnel are required to adhere to the Quality Policy

The Quality Assurance Policy is fully authorised by the Board of Directors.

QUALITY OBJECTIVES

PRODUCT QUALITY

Zircom Data Communications Ltd ensure all products reaching the end customer meet their requirements and that this is achieved at minimum cost.

SERVICE QUALITY

Zircom Data Communications Ltd ensure that all elements of service are continually improved and the cost of achieving this is minimised.

QUALITY PERCEPTION

Zircom Data Communications Ltd ensure the end-customer perceives that the product and service quality is superior to its competitors and satisfies their requirements.

ATTITUDE TO QUALITY

Zircom Data Communications Ltd ensure all personnel operate within and nurture a Quality Approach.

QUALITY RESPONSIBILITY

The responsibility for the Quality programme within Zircom is vested in the Quality Manager.



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