

Quality Policy

Cipher-ITs mission is to provide powerful solutions that are suitable for the largest of businesses, while having the ease of use and affordability that small businesses demand. They service customers both locally and on a national scale to serve all their IT needs in a timely, consistent and professional manner.

To make this possible, three specific quality objectives have been outlined:

- To consistently deliver products and services at the quality, price and in the time-frame agreed with the customer.
- To value, review and action all customer feedback, ensuring all issues are addressed accordingly.
- To foster a positive and encouraging work culture, stemming from our belief that nurtured employees offer a more personal and passionate approach.

To achieve this objective, the organisation will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

As such, the Directors of Cipher-IT Ltd are committed to the following:

- Establish measurable quality and business objectives that are consistent with the context and strategic direction of the organisation and address risks and opportunities associated with them;
- Ensure quality objectives help the organisation achieve customer requirements by:
 - Providing a high standard of customer service
 - Working with a high standard of suppliers
 - Offering industry leading hardware and software
- Monitor and measure the effectiveness of its business processes and objectives through management reviews and the internal audit process;
- Proactively seek feedback from customers on how well its services meet their requirements and set objectives for continual improvement;
- Analyse the causes of any complaint or problem, and take appropriate action to prevent recurrence;
- Select and work closely with suppliers who enable the organisation to create and deliver a reliable performance;

- Recruit employees who are customer-focused and support them with appropriate training and systems to ensure their competence always meets the organisation's requirements;
- Provide a work environment that promotes the wellbeing of its employees and encourages positive teamwork;
- Encourage all employees to identify problems and make suggestions to improve all aspects of the organisation's products/services and business processes;
- Ensure that all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System;
- Ensure that the organisation complies with all necessary regulatory and legal requirements.

The continual improvement of Cipher-IT's Quality Management System is fundamental to the success of its business and must be supported by all employees as an integral part of their daily work.

