



Quality Policy

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Quality Policy

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1. Purpose

KubeNet aims to be the Managed Service Provider of choice. We design, project-manage, install, and maintain a wide range of Network, IT, telephony and communications equipment to clients in all sectors throughout the UK and beyond.

Our Quality Policy is based on understanding customer needs and striving to provide high quality services, which meet or exceed our customers' expectations. To achieve this, we have a quality management system that meets the requirements of ISO 9001:2015. This ensures that we maintain high levels of quality and service to our customers, whilst also improving the efficiency and effectiveness of our internal business processes.

2. Scope

This policy applies to all employees and affiliates.

3. Policy

KubeNet is committed to providing high-quality products and services that meet or exceed our customers' expectations. We strive to continuously improve our processes and systems to enhance customer satisfaction and achieve our business objectives.

To fulfill this commitment, we will:

- Comply with all relevant legal and regulatory requirements related to our products and services
- Continuously monitor and review our quality objectives and ensure they are aligned with our business goals
- Ensure that our employees are trained and competent to perform their roles and responsibilities
- Continuously improve our products and services by identifying and eliminating non-conformities and addressing customer feedback
- Continuously improve our business processes through regular monitoring, measurement, and analysis of key performance indicators
- Regularly review our quality management system to ensure its effectiveness and suitability for our business needs
- Foster a culture of continuous improvement and customer focus within the organisation

We supplement this policy by setting business objectives that measure the continual improvement of business performance and improving levels of customer satisfaction. Objectives are set by senior management and reviewed at planned intervals.

4. Policy Compliance

We are committed to the effective implementation of this quality policy and to maintaining our ISO 9001 certification.

The fulfilment of this policy and its objectives requires the involvement and commitment of all staff. To this end, KubeNet provides and manages the resources necessary to deliver our objectives to provide a safe and suitable work environment for our employees.

This quality policy will be communicated to all employees, suppliers and stakeholders and will be reviewed regularly to ensure its ongoing suitability and effectiveness.