



WebDrive365 Limited: Quality Management Statement

Preamble

At WebDrive365 Limited we are actively committed to the pursuit of the highest possible standards in the provision and delivery of our Technical Services and I.T. Solutions: Equally, we recognise the critical importance of providing a first class level of support to both direct clients and re-selling partners, and have committed ourselves to making the quality of our business relationships our prime differentiator within our market arena.

In order to maintain and proactively build upon the service levels which we have attained and that our clients and business partners expect, this Quality Management Statement sets out a framework for the development and implementation of a Quality Management System to meet the requirements of WebDrive365 Limited.

Applicability

The framework and provisions contained within this statement apply to all activities undertaken by WebDrive365 Limited, its business divisions and associated or affiliated companies.

This Quality Management Statement has been issued by the Board of Directors, WebDrive365 Limited and thereby forms the basis of both company ethos and formal business policy.

Objectives and Commitment

The primary business objective of WebDrive365 is to provide consistently high levels of service and solutions delivery throughout our business and to fully support our direct clients and re-selling partners, with, as required, enabling technology, advice, guidance and training. Consequently, we will:

- Identify and fully understand our customers' and partners' requirements and expectations in order to deliver the best possible solutions to suit both current and future requirements.
- Work closely with our customers and partners to ensure the achievement of business and quality goals.
- Provide products and services of the highest available and practicable quality that fulfil our customers' requirements, and where applicable or practicable, make available a period of product evaluation without charge or obligation in order to ensure complete satisfaction before the commencement of an ongoing business relationship.
- Ensure that all re-selling partners are conversant with our quality policy and company business ethos, and where applicable or practicable, will provide a period of product evaluation without charge or obligation to re-selling partners' clients in order to ensure complete satisfaction before the commencement of an ongoing business relationship.
- Ensure that delivery and provision is on time and on budget.
- Make quality provision and support directly quantifiable through the metric of complete client satisfaction. In consequence, in relation to our online 'cloud backup' product range, no contractual minimum 'tie-in' period will apply.
- Demonstrate Quality Assurance through analysis and direct actioning of feedback from our clients or re-selling partners.
- Ensure that direct clients and re-selling partners have a pre-defined route of communication with us and are conversant with our complaints procedure.
- Ensure that where potential quality lapses arise we will provide suitable corrective measures and take preventative measures to avoid reoccurrence.
- Educate and train our personnel to support high quality work.
- Regularly audit our internal processes.
- Hold management reviews of audit results, customer feedback and complaints, and action appropriately.
- Implement quality management in a systematic and planned way through the application of management systems that support the business plan.

The provision of high quality services and their ongoing refinement and improvement is a shared responsibility. The establishment and maintenance of successful and mutually beneficial business relationships requires on-going commitment in order to achieve excellence.

Principles

Our company was first established in England in 1968 as a discrete arm of the U.K. business of the world recognised engineering firm of Kautt & Bux; a name synonymous with engineering components of the very highest quality. In recent times, having re-aligned our focus to providing the highest quality 'cloud computing' solutions, operational and infrastructure solutions, and service support contracts, we maintain our commitment to adhere to the same levels of quality provision and customer service that made our parent formation a preferred supplier of choice worldwide. To this purpose the implementation of a Quality Management System enables WebDrive365 to:

- Accurately evaluate clients' requirements.
- Define processes that will contribute to the achievement of a service that is suitable to clients.
- Ensure that these processes are maintained and controlled.

The implementation of a Quality Management System establishes a structure and framework for the promotion of the highest standards of service and client provision and an ethos of continual improvement: The probability of enhanced client satisfaction and retention is thus increased, as is the company's immediate recognised value to interested third parties.

Such implementation effectively provides the company and its clients with the confidence that all services provided will be to consistent predetermined high standards.

Quality Management Systems can assist organisations in enhancing customer satisfaction and contribute directly to company growth.

Requirements

Quality Management System

As an integral part of their duties, Managers will scope, develop and implement appropriate quality management systems that address the following elements:

- Quality Management: ensuring a formalised, explicit and pro-active approach to systematic business management; meeting its many responsibilities and operating in respect of all business services supplied by WebDrive365 Limited. The foundation upon which this will be based will comprise of a statement of Quality Policy, defining departments' essential approach to managing quality. It will be based upon common principles which will enable WebDrive365 Limited to identify areas of good performance as well as areas requiring further attention, provide for comparison against comparable exterior models, promote external recognition and provide a basis for on-going enhancement.

- Quality Responsibility: ensuring that any company employee or officer of the company directly involved in the quality aspects of WebDrive365 Limited have discrete and specifically outlined responsibilities and that managers are directly responsible for the quality stewardship of their individual departments.
- Quality Priority: ensures that whilst recognising the key role that the quality process plays within the organisation, quality issues alone do not take precedence over other core / legislative obligations such as Health and Safety or environmental responsibilities; rather, the quality management system actively supports and complements those core obligations.
- Quality Objective: ensures that whilst the Quality System's design and implementation must by necessity be constructed to complement the business service, its prime role is to develop standards that will ensure a consistently high standard of business delivery throughout WebDrive365 Limited thus ensuring customer satisfaction and continual improvement in the level of service provision.

Quality Achievement

As an integral part of its Quality Management Systems WebDrive365 Limited will ensure:

- Competency: that all staff, whether full time employees or contracted professionals, are adequately trained, qualified and competent to carry out all tasks required. Where deemed necessary, appropriate training will be given to correct any shortfall within this area.
- Quality Management Responsibility: that a suitable Quality Manager will be appointed to undertake organisational responsibility for the maintenance and development of the company's Quality Management System and will be responsible for reporting directly to the company's board of directors.
- External Services: that where the use of externally provided services are required, the selection and provision of same will be controlled by the quality management system procedures, thus ensuring that the company's health, safety and environmental culture is not compromised and that staff, customers and third parties are not put at risk. Provision of these external services will be subject to regular review.
- Failings in quality procedures: that in recognition of the serious nature of failings of the Quality Management System; namely, that such non-compliance could seriously undermine the precise management processes that the Quality System was itself established to control, all instances of non-compliance will be reviewed and corrected at the earliest possible juncture.

Assurance Methodology

In relation to the practical operation of the Quality Management System, WebDrive365 Limited will ensure that scheduled internal audits of the quality system are carried out, with any areas of non-compliance being recorded, corrected and a subsequent report produced for review by Management and Board.

Promotion of the Quality Management System

In order to promote and propagate the Quality Management System, WebDrive365 Limited is committed to:

- Training: All necessary support and training will be provided to personnel involved with the operation of the Quality Management System.
- Learning from operational reviews: Lessons highlighted by internal quality audits and evaluations will be actively disseminated throughout the company at every level.
- Promoting improvement: All members of staff, both permanent and contracted professionals will actively be encouraged to make suggestions and highlight possible solutions to improve both the Quality Management System itself as well as the quality of service delivery within the company.

Authorisations and Internal Responsibility

WebDrive365 has committed itself to the attainment of the highest possible standards of product and service delivery and to all possible ongoing improvements of same.

Responsibility for such attainment essentially lies with every member of staff, but the methodology of implementation of this policy standard is set out below:

- Responsibility for the achievement of this Policy Statement rests with the Board.
- Line managers will be responsible for implementing this Policy Statement, monitoring its functioning in their everyday activities and reporting and correcting any shortcomings.
- Individual members of staff, including contracted professionals, are responsible for the ownership and commission of their individual quality management functions in accordance with this Policy Statement and for its execution within the framework of the company's procedures and directives.