

Quality Policy Statement

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Contents

Version Control	3
Document Approval.....	3

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Phoenix Software is dedicated to a Quality Policy that ensures that its products and services fully meet the requirements of the customer at all times. The goal of the Company is to achieve a high level of customer satisfaction at all times. Commitment to the implementation of supporting managerial and business operational systems is essential in realising that goal.

Phoenix Software believes in the concept of a customer and supplier working together in pursuing this policy and in the continual striving for improvements in service/supply quality.

The Quality Policy is based on three fundamental principles:

- Ensuring that we fully identify and conform to the needs of our customers
- Every employee understanding their job and doing it correctly first time
- Identifying the potential for risk/errors and taking actions to eliminate them. To equally identify opportunities and maximise upon them.

To ensure that the policy is successfully implemented, staff are responsible for identifying customer requirements and ensuring that the correct processes are followed to meet these requirements.

Objectives needed to ensure that the requirements of the policy are met, and that continued improvement is sought are set, determined, and monitored by the Senior Management team (Management Review).

The Quality Policy principles are communicated and made available to staff at all times. The objectives are communicated to Management. Training is an integral part of the strategy to achieve the objectives.

Within this policy we are committed to operating our Company utilising the criteria of a QMS conforming to ISO9001; 2015 which is planned and developed with our other management functions.

Phoenix Software is committed to operating to the standard and to maintaining the necessary quality approvals consistent with our customer requirements.

We ensure that all of our personnel understand and fully implement our Company policies and objectives and are able to perform their duties effectively through an ongoing training and development programme.

Phoenix Software Ltd.'s Quality Policy can be located in the Quality Manual under the section heading Management Responsibility and should be read & considered in the full context of responsibilities detailed in Section 5.

Version Control

<u>Author</u>	<u>Version</u>	<u>Date</u>	<u>Description</u>
Trevor Hutchinson	1.0	01/04/2019	Original Document
Trevor Hutchinson	2.0	01/11/2021	Amendments following annual review
Trevor Hutchinson	2.0	01/11/2022	Annual review – no changes

Document Approval

<u>Name</u>	<u>Version</u>	<u>Date</u>	<u>Position</u>
Sam Mudd	1.0	01/04/2019	Managing Director
Sam Mudd	2.0	01/11/2021	Managing Director
Clare Metcalfe	2.0	01/11/2022	Operations Director

Signed: *Clare Metcalfe* Clare Metcalfe, Operations Director

Dated: 01/11/2022