



QUALITY POLICY

Pronto Microsystems Technologies Limited (PMTL) provides seamless interoperable voice and data transmission solutions using the Digital Mobile Radio (DMR), Standard. Our hybrid brand of radios offers efficient voice communication on digital and analog channels and can be programmed to work with any DMR Repeater. We will continue to leverage our team of highly skilled professionals to help organisations with on-demand, mission-critical communications in all scenarios, from daily command and control to emergency response, disaster relief, law enforcement and other essential activities.

The PMTL Quality Management System covers all processes, personnel and equipment utilized for the provision of services to our clients and how we impact other interested parties.

It is the policy of PMTL to provide our customers with products, services and outcomes meeting the agreed requirements in accordance with the communicated details and pricing. PMTL is committed to achieving customer satisfaction using quality procedures which will be operated to meet or exceed the requirements of ISO 9001:2015.

The Managing Director, Management and Staff are responsible for Quality Control, especially through the Quality Management System, seeking improvement through constant review, with suppliers, vendors and sub-contractors being encouraged to conform. The Quality Manager is charged with the responsibility of maintaining the documented system, for monitoring its effectiveness, implementation, and for training the company's personnel in quality management techniques. The authority of the Quality Manager to oversee all PMTL's QMS processes and to recommend and/or initiate improvements is fully supported by Top Management. Pronto Microsystems Technologies Limited is committed to complying with all applicable laws, regulations, and policies of the countries in which we operate and the customers we service.

This policy forms the framework from which all process quality objectives are formulated throughout the organization. They are continuously monitored and revised for their suitability to meet customer and company expectations.

All employees are personally responsible for upholding and enhancing the quality of PMTL's performance. We accomplish this by an extensive knowledge of their work, tasks, and awareness of the processes.

The confidence of our customers in the quality services provided by PMTL must be continuously reinforced by our dedication to maintain and seek methods of improving every element of our operations that contributes to total customer satisfaction.

31 October 2022


MD – PMTL

Document Name	Document No.	Revision	Issue Date	Revision Date	Approved By
Quality Policy	PMTL-QMS-PLC-001	02	31 st of Oct, 2022	31 st of Oct, 2022	Managing Director