

# Quality Policy



**Vision:** To be the leading provider of innovative and reliable telecommunications solutions, recognised for our commitment to quality and customer satisfaction.

**Mission:** To deliver exceptional telecommunications services through continuous improvement, technological innovation, and a customer-centric approach.

At GForce Telecomms Ltd., we are unwavering in our commitment to delivering superior telecommunications solutions that consistently meet and exceed our customers' expectations. Our Quality Policy is a cornerstone of our business strategy and is built on the following detailed principles:

## 1. Customer Focus:

- We prioritise understanding and fulfilling the needs and expectations of our customers. This involves actively seeking customer feedback, conducting regular satisfaction surveys, and maintaining open lines of communication.
- We strive to provide reliable, innovative, and high-quality telecommunications services that enhance customer satisfaction. Our customer service teams are trained to handle inquiries and issues promptly and effectively, ensuring a positive customer experience.

## 2. Continuous Improvement:

- We are dedicated to the continuous improvement of our processes, products, and services. This commitment is reflected in our regular internal audits, performance reviews, and benchmarking against industry best practices.
- We invest in ongoing training and development for our employees to ensure they are equipped with the latest skills and knowledge. We also encourage a culture of innovation where employees are empowered to suggest improvements and new ideas.

## 3. Employee Engagement:

- We believe that our employees are our greatest asset. We foster a culture of teamwork, accountability, and professional development, empowering our staff to contribute to the company's success and uphold our quality standards.
- We provide a safe and supportive work environment, recognising and rewarding employee achievements, and promoting a healthy work-life balance. Regular training sessions and workshops are conducted to keep our employees updated with the latest industry trends and technologies.

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## 4. Compliance and Standards:

- We adhere to all relevant regulatory requirements and industry standards. This includes compliance with local, national, and international regulations, as well as adherence to industry-specific standards such as HSG65.
- We are committed to maintaining the highest levels of integrity and ethical conduct in all our operations. Our compliance team regularly reviews our practices to ensure we meet all legal and regulatory obligations.

## 5. Innovation and Technology:

- We invest in cutting-edge technology and innovative solutions to stay ahead in the telecommunications industry. Our research and development team are dedicated to exploring new technologies and methodologies to enhance our service offerings.
- Our goal is to provide our customers with the most advanced and efficient services available. We continuously monitor technological advancements and integrate them into our operations to improve service delivery and customer satisfaction.

## 6. Supplier and Partner Collaboration:

- We work closely with our suppliers and partners to ensure that the products and services we deliver are of the highest quality. We conduct thorough evaluations and audits of our suppliers to ensure they meet our stringent quality standards.
- We value long-term relationships built on trust and mutual benefit. By fostering strong partnerships, we ensure a reliable supply chain and the consistent delivery of high-quality products and services to our customers.

## 7. Sustainability:

- We are committed to sustainable business practices that minimise our environmental impact. This includes implementing energy-efficient technologies, reducing waste, and promoting recycling within our operations.
- We strive to operate responsibly and contribute positively to the communities we serve. Our corporate social responsibility initiatives focus on supporting local communities, promoting education, and protecting the environment.

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## Quality Objectives:

- Achieve a customer satisfaction rate of 95% or higher.
- Reduce service downtime to less than 0.5% annually.
- Implement at least three major process improvements each year.

## Management Commitment:

- Our management team is fully committed to upholding the principles outlined in this Quality Policy. We will provide the necessary resources, training, and support to ensure its successful implementation and continuous improvement.

## Performance Metrics:

- Customer satisfaction scores
- Service reliability and uptime
- Employee training and development hours
- Supplier performance ratings

## Review and Revision:

- This Quality Policy will be reviewed annually and revised as necessary to reflect changes in our business environment, customer needs, and industry standards.

## Communication and Awareness:

- We will ensure that this Quality Policy is communicated to all employees, suppliers, and stakeholders through regular training sessions, internal communications, and our company website.

By adhering to this Quality Policy, GForce Telecomms Ltd. aims to achieve excellence in all aspects of our business and to be recognised as a leader in the telecommunications industry. We believe that our commitment to quality is essential to our long-term success and the satisfaction of our customers, employees, and stakeholders.

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## Document Version Control

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## Document Review and Sign Off

Documentation Role	Full Name	Role
Approver	Rod Davey	Managing Director