Quality Policy

Version	Status	Date	Author	Reviewer	Changes
0.1	Draft	15/02/2024	Jenny Cooper	Eddie Adams	First draft approved by Eddie. Board sign off required.
0.2	Draft	29/02/2024	Jenny Cooper	Kate Lincoln	Amend objectives
1.0	Approved	21/05/2024	Jenny Cooper	Kate Lincoln	Approved version
1.1	Approved	15/10/2024	Jenny Cooper	Eddie Adams	Stafford (risual) added into scope
1.2	Approved	27/01/2025	Jenny Cooper	Eddie Adams	Removed reference to ENPS as an objective and Nottingham as a location
1.3	Approved	12/03/2025	Jenny Cooper	Eddie Adams	Scope updated in line with recertification

Contents

Purpose

Node4 recognises the importance of effective quality management to enhance client satisfaction by the effective application and improvement through a structured Quality Management System (QMS) in line with ISO 9001:2015, providing assurance to clients of high standards and quality outputs.

The commitment to quality comes directly from Executive Board, ensuring effective quality management of our business processes and activities throughout the business.

It is the policy of Node4 to:
- Ensure a quality policy and objectives are established for the QMS which are compatible with the context and strategic direction of Node4.
- Ensure the integration of the QMS requirements into business processes.
- Promote the use of the process approach and risk-based thinking.
- Ensure that resources needed for the QMS are available.
- Communicate the importance of effective quality management and of conforming to the QMS requirements.
- Ensure that the QMS achieves its intended results.
- Engage, direct and support persons to contribute to the effectiveness of the QMS.
- Satisfy applicable statutory and regulatory requirements.
- Promote continuous improvement.
- Review the QMS at planned intervals to ensure its suitability, adequacy, effectiveness and alignment with Node4's strategic direction.

Objectives

Node4s quality objectives are to:
- Increase our Net Promoter Score (NPS) score and response rate year on year.
- Increase our Client Satisfaction Score (CSAT) score and response rate year on year.

This objective is measured through the collection of client satisfaction survey responses based on the products and services we provide to our clients and employee satisfaction survey responses.

Objectives plans are in place to support the achievement of our objectives, which detail:
- What will be done;
- What resources are required;
- Who is responsible;
- When it will be completed;
- How the results will be evaluated.

Performance to this objective and the objectives plans is reviewed at the quarterly Quality Management Reviews.

Scope

Node4's Quality Management System (QMS) covering the provision of public, private and hybrid cloud solutions, network infrastructure and connectivity solutions, cyber security services, data management solutions, and IT Managed Services.

Location

Node4's QMS is operated at a number of locations, including its offices, employee's home address and client's sites. Office locations listed below:

- Unit 1a-1b, Millennium Way, Pride Park, Derby, Derbyshire, DE24 8HZ
- DC 1 Node 4, Millennium Way, Derby, DE24 8HZ
- DC 2 Node 4, Millennium Way, Derby, DE24 8HZ
- Unit 1 Normandy Park, Pope Street, Normanton, Wakefield, WF6 2TA
- Lower Farm Road, Northampton, NN3 6XF
- Unit 12 and Unit 15 Parker Court, Staffordshire Technology Park, Stafford, ST18 0WP

Policy Detail

Quality Commitment

Node4 is committed to providing high-quality IT services that meet or exceed our clients' expectations. We achieve this through the implementation of a Quality Management System (QMS) that complies with the international standard ISO 9001 and embedding a quality culture with a real focus on our client's experience.

Client Focus

We are committed to understanding and meeting our clients' needs and expectations, and to delivering services that provide value to them. We strive to build strong relationships with our clients' and to continually improve our services based on their feedback.

Continual Improvement

We are committed to the continual improvement of our QMS and our services. We achieve this through regular reviews of our processes, client feedback, performance metrics, and by promoting a culture of continuous improvement.

Employee Engagement

We recognize that our employees are key to the quality of our services. We are committed to providing them with the necessary training, resources, and support to perform their roles effectively, and to creating a work environment that encourages engagement and innovation.

Process Approach

We manage our operations as interrelated processes, and we focus on the effective and efficient operation of these processes to ensure the quality of our services. We measure and monitor process performance, and we use this information to make data-driven decisions.

Node4 has determined the processes needed for the quality management system and their application throughout Node4, and has:

- Determined the inputs required and the outputs expected from these processes;
- Determined the sequence and interaction of these processes;
- Determined and applied the criteria and methods (including monitoring, measurements and related performance indicators) needed to ensure the effective operation and control of these processes;
- Determined the resources needed for these processes and ensures their availability;
- Assigned the responsibilities and authorities for these processes;
- Planned to address the risks and opportunities identified;
- Established structure to evaluate these processes and implement any changes needed to ensure that these processes achieve their intended results;
- Established structure for improving the processes and the quality management system.

Compliance

We are committed to complying with all relevant legal, regulatory, and contractual requirements, and to maintaining our ISO 9001 certification.

Roles & Responsibilities

Node4 ensure that the responsibilities and authorities for relevant roles are assigned, communicated and understood within the organisation.

Executive Board

The Executive Board are responsible for:

- Ensuring that the quality policy and quality objectives are established for the QMS;
- Ensuring that the processes are delivering their intended outputs;
- Reviewing the performance of the quality management system and on opportunities for improvement;
- Ensuring the promotion of client focus throughout the organization;
- Ensuring that the integrity of the quality management system (QMS) is maintained when changes to the QMS is planned and implemented.

Senior Leadership Team (SLT)

The SLT demonstrate leadership and commitment with respect to the quality management system by:

- Taking accountability for the effectiveness of the quality management system;
- Ensuring the integration of the quality management system requirements into the organization's business processes;
- Promoting the use of the process approach and risk-based thinking;
- Ensuring that the resources needed for the quality management system are available;
- Communicating the importance of effective quality management and of conforming to the quality management system requirements;
- Ensuring that the quality management system achieves its intended results;
- Engaging, directing, and supporting persons to contribute to the effectiveness of the quality management system;
- Promoting continuous improvement;
- Ensuring client and applicable statutory and regulatory requirements are determined, understood and consistently met;
- Ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance client satisfaction are determined and addressed;
- Ensuring the focus on enhancing client satisfaction is maintained.

Quality and Compliance

- Ensuring that the quality management system conforms to the requirements of the ISO 9001:2015 standard;
- Reporting on the performance of the QMS as part of the management review;
- Overseeing the design and implementation of the QMS;
- Conducting regular audits to verify compliance with ISO 9001 and our own quality management procedures;
- Reporting audit findings to management;
- Recommending corrective actions for any non-compliance found;
- Ensuring a risk management approach is in place to manage and treat identified risks;
- Ensuring all medium and high risks that are to be reduced are owned, with a clear risk treatment plan and completion date;
- Ensuring risks and the progression of risk treatment plans are reported and reviewed at the management review.

Client Experience

- Ensuring that CSAT is requested from the client upon ticket closure;
- Ensuring that NPS is requested from the relevant stakeholder every 6 months;
- Ensuring feedback received via CSAT and NPS is effectively followed up and learnt from;
- Ensuring feedback is reported as part of the management review, along with trends to address.

Employees

Employees must:

- Be aware of Node4's Quality Policy and Quality Objectives;
- Understand their contribution to the effectiveness of the quality management system, including the benefits of improved performance;
- Understand the implications of not conforming with the quality management system requirements;
- Comply with the requirements of the ISO 9001:2015 standard;
- Assist with activities needed to maintain our ISO 9001:2015 certification.

Management Review

The Quality and Compliance team are responsible for ensuring that a Quality Management Review takes place with top management in accordance with the requirements of ISO 9001. This involves reviewing Node4's Quality Management System (QMS) at planned intervals to ensure its continuing suitability, adequacy, and effectiveness. The management review is planned and carried out taking into consideration:

- The status of actions from previous management reviews;
- Changes in external and internal issues that are relevant to the quality management system;
- Information on the performance and effectiveness of the quality management system, including trends in:
  - Customer satisfaction and feedback from relevant interested parties;
  - The extent to which quality objectives have been met;
  - Process performance and conformity of products and services;
  - Nonconformities and corrective actions;
  - Monitoring and measurement results;
  - Audit results;
  - The performance of external providers;
- The adequacy of resources;
- The effectiveness of actions taken to address risks and opportunities;
- Opportunities for improvement.

Training & Communication

This policy is communicated to all employees via our Intranet site and are required to read this as part of their induction.

This policy is available to clients and other interested parties on our website.

This policy is reviewed and updated annually and will be communicated following each update.

Related Documents

- Quality Objective Plan.