



ADVANTIV LIMITED
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Quality Policy Statement

Advantiv Ltd (the Company) recognises that quality is the responsibility of every employee. It is the duty of all employees to ensure that all our products and services of our own and our suppliers meet the quality and criteria set by the Company in order to meet or exceed customer expectations. The Company is committed to ensuring that excellence of our services is the standard.

The Company promotes a culture that values the highest quality performance from every employee and every function within the business; we are committed to a policy of continuous improvement of quality assurance.

It is the policy of the Company to:

- provide its customers with a range of products and services that are accurate, reliable, repeatable, compliant with specification and consistent with (or exceeding) their expectations. These, together with timely delivery of documentation, products, materials and services are central to our operating policy.
- understand customer requirements and to meet or exceed customer expectations by the application of technical expertise and seeking the best solution for our customers.
- deal with customer concerns efficiently and effectively - the Company will address these concerns, to the best of our ability and to the satisfaction of customers.

The Company aims to support these commitments by the use of its existing internal systems which are reviewed to assess their effectiveness and opportunities for improvement through our management structure.

The Quality Policy is communicated to all employees within the Company. Training is provided to ensure the defined procedures are understood and implemented. As such the Policy, our systems and associated procedures are made available in both hard and electronic copy to all our employees. The Quality Policy is available to external interested parties on request.

Andy Burgess
Director

Date 14TH April 2023(review)

Advantiv Limited

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