

TECH-TRENDS LTD QUALITY POLICY

Introduction

Tech-Trends Ltd constantly strives to refine its quality systems with the intention of providing our clients with the quality of service they expect from a professional quality centered company. To achieve this objective Tech-Trends Ltd is currently undertaking the necessary steps to be granted ISO accreditation as soon as is practicable.

Although we are not currently ISO accredited, our current Quality Policy is regularly reviewed by the company directors. It is and will continue to be intention of the management team that the policies and procedures defined within our policy are implemented on each and every project; with adequate resources being made available to ensure this goal is achieved.

Tech-Trends Ltd Quality Statement

Tech-Trends Ltd believes strongly that responsibility for quality assurance lies closest to the point of actual delivery. Therefore all personnel are responsible for ensuring compliance with the requirements of the Quality System, which will be closely monitored using our internal audit system.

All projects are managed by a dedicated contract manager. Once the contract is up and running the contract manager or supervisor will ensure that quality of service is maintained by working closely with the client.

This process enables managers to immediately identify performance shortfalls and weaknesses enabling Tech-Trends Ltd to continually improve its performance and adopt new procedures.

Tech-Trends Ltd aims to provide an effective focused service to clients at all times meeting and surpassing their expectations in service delivery.

Tech-Trends Ltd is committed to:

- Develop and improve our Quality Management System formally seeking ISO accreditation as soon as is practicable;
- Continually improve the effectiveness of the Quality Management System;
- The enhancement of client satisfaction.

Tech-Trends Ltd has a continuing commitment to:

- Ensure that client's needs and expectations are fulfilled with the aim of achieving client satisfaction;
- Communicate throughout the consultancy the importance of meeting client needs and all relevant statutory and regulatory requirements;
- Establish the Quality Policy and its objectives;
- Ensure that Management Reviews set and review quality objectives, and reports;
- Utilise Internal Audit results as a means of monitoring and measuring the processes and the effectiveness of our Quality Management System;
- Ensure the availability of resources;
- Act on feedback from clients.

All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Manual.

Tech-Trends Ltd complies with all relevant statutory and regulatory requirements.

Tech-Trends Ltd constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed in order to ensure its continuing suitability.

Copies of the Quality Policy are made available to all members of staff and are published on the company web site. Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System.

Signed:

A handwritten signature in black ink, appearing to read "Paul J. Palmer", with a long, sweeping horizontal stroke extending to the right.

Name: Paul J Palmer

Position: Director

Date: 15 August 2011