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## Introduction

At Bytes Software Services (Bytes/Company), we uphold the highest standards of quality across all services and products. Our strong reputation with customers, vendors, and suppliers is built on a foundation of service excellence, responsible practices, and dedicated client care. This commitment is driven by our ethical culture, skilled and engaged staff, and rigorous quality control.

Bytes has maintained ISO 9001 certification since 2010, providing a robust framework of governance and process control. This foundation supports our approach to achieving additional certifications, including IASME Cyber Assurance, Cyber Essentials, and Cyber Essentials Plus.

This policy establishes a comprehensive quality management system (QMS) designed to meet customer and vendor/supplier requirements within agreed parameters of cost, quality and delivery. It sets out our overarching aims and objectives, reinforcing our commitment to these standards and their positive impact on the company.

## Purpose

Bytes is committed to maintaining the highest standards through a QMS that prioritises error prevention and continuous improvement. By systematically reviewing processes, identifying potential risks, and implementing corrective and preventative actions, Bytes aims to enhance customer satisfaction and deliver consistent service excellence.

We are dedicated to sustaining these standards and fully conforming to BS EN ISO 9001 requirements through annual reviews. ISO 9001 certification supports Bytes' mission and provides the foundation for all management systems.

## Key Objectives

- **Compliance:** Ensure strict compliance with all applicable legislation, including the Health and Safety at Work Act 1974, by monitoring changes through the Legal & Compliance Register and implementing required updates. Strengthen the company's governance framework by incorporating ISO 27001 principles and developing policies to address emerging compliance risks.
- **Certifications:** Maintain all certifications by ensuring ongoing conformity with accredited certification body requirements.
- **Policies:** Ensure all policies remain current, relevant, and effectively communicated to the appropriate stakeholders across the business.
- **Communication:** Maintain clear, prompt, and professional communication by using effective internal and external channels to understand and address stakeholder needs.
- **Training:** Empower employees by providing accessible, relevant training, resources and support.
- **Continuous Improvement:** Use insights from risk assessments, corrective actions, incidents, complaints and customer feedback to drive continual improvement across processes and services.

- **Key Performance Indicators (KPIs):** Review KPIs annually to evaluate performance, support decision making and align with the company’s strategic priorities.
- **Privacy:** Protect stakeholder data by maintaining strong confidentiality, integrity, and availability controls, preventing unauthorised access or compromise.
- **Supplier/Vendor Relationships:** Improve supplier and vendor performance by ensuring supply chain quality, compliance with relevant ISO standards and customer requirements (including NIS2), reducing cyber security risks, and embedding CSR/ESG expectations.
- **Customer Relationships:** Enhance customer satisfaction by consistently meeting needs and expectations, and grow the customer base through knowledgeable, well-trained staff delivering reliable and high-quality service.

## Scope

Bytes’ Quality Policy Scope underpins our ISO certifications, Systems Manual, KPIs, strategic vision, stakeholder engagement, supplier/vendor management and sustainability efforts. It reflects our commitment to continually enhancing the company’s reputation and brand image. The Policy is communicated to all employees through Compass, as well as to suppliers and subcontractors. It is also available to the public upon request via the Company Website.

## Policy

### Terms of Reference

**Quality** The conformance of services and products to established and documented requirements derived from client needs, employee expertise and experience. This includes the degree to which products meet customer expectations and perform their intended functions, combined with the overall experience and satisfaction customers receive from the service. Systems are open to constant examination and review by all company personnel and approved third parties. This enables observations to be made and incorporated, providing for continuous improvement.

**Quality Management System** A structured framework of policies, processes, procedures, roles and responsibilities designed to ensure the company’s products and services consistently exceed customer requirements and comply with regulatory standards.

**ISO Certification** A formal declaration by an accredited certification body confirming that an organisation’s management system or processes conform to internationally recognised standards. This demonstrates the organisation’s ability to consistently deliver products and services that meet defined quality and regulatory requirements.

Key ISO Standards include:

- **ISO 9001** - Establishes requirements for Quality Management Systems (QMS), ensuring products and services consistently meet

customer and regulatory requirements, with a strong focus on continuous improvement and customer satisfaction.

- **ISO 14001** - Provides a framework for managing environmental responsibilities, helping organisations reduce impact, comply with legal obligations, and achieve sustainability goals.
- **ISO 20000-1** – Defines best practices for implementing, maintaining, and improving a Service Management System (SMS) to deliver reliable and efficient services.
- **ISO 27001** - Sets out requirements for an Information Security Management System (ISMS), ensuring the confidentiality, integrity, and availability of sensitive information through a risk-based approach.

Together, these standards promote organisational excellence, resilience and sustainability.

**General Compliance** Refers to the adherence to laws, regulations, guidelines and specifications relevant to the company’s operations. It ensures that the company conducts its business ethically and within the legal framework, thereby avoiding legal penalties and maintaining its reputation. Examples include Anti Money Laundering (AML) and fraud prevention measures.

**Policies** Guidelines or rules that help the company operate smoothly and consistently. They provide clear instructions on how to handle various situations and ensure everyone follows the same standards.

**Procedures** Provide clear, step-by-step instructions on how to perform specific tasks or processes in compliance with relevant regulations.

**Bytes Process Documents (BPD)** To ensure consistency and compliance, Bytes requires that all key processes be officially documented. A process document is a detailed description of the steps involved in a specific business activity, outlining the procedures, responsibilities and standards to be followed. For audit purposes, these documents must be created and saved using the same format and naming convention.

**Responsibilities** Specific duties and roles assigned to individuals within the QMS to ensure its effective implementation and maintenance.

**Key Performance Indicators (KPIs)** A quantifiable measurable that indicates how effectively an organisation is achieving a specific objective within a defined timeframe.

**Audits** A thorough and independent review of the company’s financial records or other key areas to ensure accuracy and adherence to established standards and regulations. Audits play a vital role in maintaining transparency and can be categorised into two types:

- **Internal** – Performed bi-annually by our internal auditor, these audits review routine business processes and provide recommendations for improvements as needed.
- **External** - Conducted annually by an independent body, these audits evaluate financial statements and ensure compliance.

<b>Risk Assessment</b>	Involves identifying, evaluating, and prioritising potential risks that could impact the company. By analysing the likelihood and consequences of these risks and implementing measures to manage or mitigate them, organisations can proactively maintain high-quality standards and ensure compliance with regulations. Regular risk assessments help the company stay ahead of potential issues and continuously improve.
<b>Supply Chain</b>	A network of individuals and companies that are involved in the creation and delivery of a product to the customer.
<b>Corrective Actions</b>	Steps taken to identify and eliminate the root cause of a problem or nonconformity to prevent its recurrence. This process involves recognising and documenting the issue, investigating to determine the underlying cause and implementing solutions to correct the root cause and prevent the problem from happening again. This ensures the corrective actions are effective and the issue does not recur.
<b>Preventative Actions</b>	A proactive approach to identify and address potential events or situations that could cause nonconformities or problems before they occur.
<b>Complaints</b>	Expressions of dissatisfaction or annoyance about something perceived as unsatisfactory or unacceptable. They can be formal or informal and may relate to products, services or any aspect of the company’s operations. Complaints provide valuable feedback that helps identify areas for improvement, enhancing overall quality and customer satisfaction.
<b>Continuous Improvement</b>	An ongoing effort to enhance products, services and processes through incremental changes over time. This approach focuses on making small, consistent improvements that collectively lead to significant long-term development and organisational success.
<b>Corporate Social Responsibility (CSR)</b>	Integrating social and environmental concerns into business operations and stakeholder interactions. It goes beyond legal requirements by adopting ethical, sustainable and responsible practices, such as reducing pollution and carbon footprints. Embracing CSR aims to enhance society and the environment, demonstrating a commitment to positive social impact.
<b>Sustainability</b>	Meeting the needs of the present without compromising the availability of natural resources for future generations.

## Key Principles

- **Quality Commitments:** At Bytes, quality is fundamental to our purpose, vision, and values. We are committed to exceeding customer expectations while ensuring full compliance with legal and regulatory requirements. Our dedication to quality underpins every decision and drives the achievement of our strategic objectives.
- **Employee Engagement:** We foster a culture of excellence by empowering employees with readily available training, resources, and support needed to succeed. By promoting a shared quality mindset and actively involving our people, we maximise potential, strengthen accountability, and drive continuous improvement across all operations.
- **Customer Focus:** Bytes is committed to understanding and exceeding customer expectations by delivering reliable, innovative IT solutions. We prioritise complete customer satisfaction through tailored services and a dedicated team, ensuring exceptional results every time. Customer feedback drives our approach, measured through indicators such as our Net Promoter Score (NPS).
- **Continuous Improvement:** We continually enhance our processes, products, and services to maintain high performance, adapt to change, and seize new opportunities in a dynamic IT industry. Improvement is embedded in everything we do, ensuring resilience and long-term success.
- **Sustainability:** Bytes recognises its responsibility to operate ethically and minimise environmental impact. We adopt sustainable practices that benefit our communities and stakeholders, ensuring that industrial interests never come at the expense of the environment.

## Lines of Responsibility

<b>Managing Director</b>	Committed to providing the necessary leadership and resources to ensure we can deliver on our Quality Policy and ensure alignment with Bytes' strategic vision and objectives.
<b>Quality &amp; Environmental Officer</b>	Facilitates biannual management reviews to evaluate Bytes' operations and risks and coordinates internal and external audits annually to ensure compliance with customer and industry standards.
<b>Managers</b>	Ensure this Policy is communicated and understood by all personnel involved in tasks that impact quality. They are responsible for making sure employees are aware of their obligations under the ISO 9001 standard and providing the necessary support to fulfil these obligations.
<b>Employees</b>	Everyone's contribution is vital to our commitment to quality. Employees should be empowered to deliver excellent customer service while upholding ethical standards. Expertise, engagement, ownership and support are crucial for achieving our quality objectives.

**Customers** Provide feedback that helps Bytes continually improve its products, services and processes, ensuring we meet or exceed expectations.

**Suppliers** Suppliers will be actively encouraged to improve the quality and reliability of their services and products through our Code of Conduct.

## Supporting Documentation

- [POL035 - Complaints Policy](#)
- [POL042 - Environmental Policy](#)
- [POL010 - Information Security Policy](#)
- [POL053 - Service Management Policy](#)

\*PLN010 – Integrated Management Systems Manual is available to all employees and outlines the controls and procedures Bytes has established to ensure adequate resources are in place to meet all applicable legal, regulatory, and contractual requirements.