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Introduction

At Bytes Software Services (Bytes/Company), the highest standards of quality in services and products are upheld. Bytes' strong reputation with customers, vendors and suppliers is built on a foundation of service excellence. Bytes takes pride in its responsible practices and dedicated client care, driven by its ethical culture, skilled and committed staff and rigorous quality control.

Bytes has upheld the ISO 9001 Quality Standard since its accreditation in 2010. This certification sets the foundation for our IASME Cyber Assurance, Cyber Essentials and Cyber Essentials Plus certifications.

This Policy establishes a robust quality management system (QMS) designed to meet customer and vendor/supplier specifications within agreed parameters of cost, quality and delivery. It outlines our overarching aims and objectives, detailing our commitment to these standards and their positive impact on the company.

Purpose

Bytes is dedicated to maintaining high standards through a QMS that focuses on error prevention. By thoroughly investigating processes, identifying potential errors and implementing corrective and preventative actions, Bytes aims to enhance customer satisfaction.

The company is committed to continuously maintaining these standards and fully implementing the BS EN ISO 9001 quality assurance standards through regular registration and annual reviews. This accreditation supports Bytes' purpose and forms the basis for all management standards.

Key Objectives

- **Compliance:** Ensure strict adherence to all relevant legislation, including the Health and Safety at Work Act 1974. Assist policy and document owners in staying updated with legislative changes via the Compliance Register, ensuring all amendments are reflected and complied with. Integrate ISO 27001 principles to enhance information security and reinforce Bytes' commitment to quality and customer satisfaction. Develop and implement new policies and procedures to address emerging compliance risks and explore other areas of compliance to foster continuous growth and improvement. Maintain a proactive approach to compliance, ensuring continuous improvement and adaptation to new challenges and regulations.
- **Certifications:** Maintain and retain certifications and accreditations.
- **Policies:** Ensure that current and new policies are up-to-date, relevant and effectively communicated across the business to all concerned stakeholders.
- **Communication:** Maintain effective communication methods by keeping the company intranet up-to-date and functional, and updating the company website for external stakeholders. Prioritise clear communication to understand stakeholder requirements, ensuring services and products exceed expectations. Resolve issues promptly and professionally.
- **Training:** Empower employees by providing readily available training, resources and support.

- **Continuous Improvement:** Leverage the outcomes of risk assessments, corrective actions, incidents, complaints and customer feedback to make informed decisions and drive continuous improvements.
- **Key Performance Indicators (KPIs):** Regularly review KPIs on an annual basis in line with company policies and strategic vision.
- **Privacy:** Protect the confidentiality of stakeholder data from external compromise.
- **Supplier/Vendor Relationships:** Build and retain strong relationships with vendors and suppliers. Ensure quality throughout the supply chain to comply with relevant ISO standards, legislation, and regulations such as NIS2. Minimise the risk of cyber security incidents within supplier relationships. Furthermore, maintain our CSR/ESG objectives within the supply chain.
- **Customer Relationships:** Maintain strong relationships with existing customers by addressing their needs and expectations. Additionally, expand the customer base by ensuring staff are well-trained and knowledgeable, consistently delivering exceptional service.

Scope

Bytes' Quality Policy Scope underpins our ISO certifications and accreditations, 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.
Supply Chain	A network of individuals and companies that are involved in the creation and delivery of a product to the customer.

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.
Risk Assessment	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.
Continuous Improvement	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.
Corrective Actions	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.
Audits	<p>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:</p> <ul style="list-style-type: none"> • 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.

Complaints	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.
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.
ISO Accreditation	<p>A formal declaration by a high-level authoritative body confirms the competence of the company's management system or work processes, ensuring that its products and services meet specific quality standards.</p> <p>Key ISO standards include:</p> <ul style="list-style-type: none"> • ISO 9001 - Focuses on Quality Management Systems (QMS), ensuring products and services meet customer and regulatory requirements, with an emphasis on continuous improvement and customer satisfaction. • ISO 14001 - Helps organisations minimise environmental impact, comply with laws and achieve sustainability goals. • ISO 20000-1 – Sets out how organisations implement, maintain and improve a service management system. • ISO 27001 - Provides a framework to manage and protect sensitive information, ensuring its confidentiality, integrity and availability. <p>These standards foster organisational excellence and sustainability through a risk-based approach.</p>
Corporate Social Responsibility (CSR)	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.
Responsibilities	Specific duties and roles assigned to individuals within the QMS to ensure its effective implementation and maintenance.

Key Principles

- **Quality Commitments:** At Bytes, quality is at the heart of our purpose, vision and values. We are dedicated to exceeding customer expectations while complying with regulatory and legal standards. Our commitment to quality is driven by our values and objectives.
- **Employee Engagement:** Bytes fosters a culture of quality and excellence by empowering employees with readily available training, resources and support. Cultivating a quality mindset

is essential for delivering error-free services. By enhancing employees' understanding of the company's quality objectives and emphasising shared values and culture, Bytes increases their motivation and commitment. Actively involving employees maximises their potential and drives continuous improvement.

- **Customer Focus:** Bytes is dedicated to understanding and fulfilling customers' needs by delivering reliable and innovative IT solutions. Achieving complete customer satisfaction through a passionate team and customised solutions is a priority. Emphasising tailored services ensures that the unique needs of each client are met, delivering exceptional results every time.
- **Continuous Improvement:** Bytes is committed to enhancing processes, products and services to facilitate success. In the fast-paced IT industry, continuous improvement is essential for maintaining high performance, adapting to changes and capitalising on new opportunities.
- **Sustainability:** Bytes recognises the importance of pursuing responsible policies that benefit the community and ensure that industrial interests do not come at the expense of the environment. By applying these standards, policies and procedures, the requirements of clients and the industry can be met effectively.

Lines of Responsibility

Managing Director	Committed to providing the necessary leadership and resources to ensure we can deliver on our Quality Policy.
Managers	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 are provided with the necessary support to fulfil these obligations.
Employees	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.
Suppliers	Suppliers will be actively encouraged to improve the quality and reliability of their services and products through our Code of Conduct.
Review and Audits	An annual management review meeting evaluates Bytes' operations and risks. Additionally, the Quality & Environmental Officer facilitates an external audit each year to ensure adherence to customer and industry standards.