

# Quality Policy

The management of Bytes Software Services Limited ("Bytes") are dedicated to providing the highest possible standards of quality for its services and products and are dedicated to maintaining a quality management system which ensures that its services and products meet customer specification within agreed parameters of cost, Quality and Delivery. This is achieved by the use of Key Performance Indicators to measure the conformance to the above criteria and use this information as drivers for the Continuous Improvement throughout the Company.

Bytes quality management system concentrates upon error prevention, by investigating processes, identifying errors and opportunities for errors and implementing corrective and preventative action to correct and avoid such occurrences.

Bytes defines quality as the conformance of services and products to established and documented requirements derived from client needs, employee expertise and experience. Systems are open to constant examination and review by all company personnel and approved third parties enabling observations to be made and incorporated, which provide for continuous improvement.

Bytes is proud of its good reputation for responsible practices and dedicated Client care, which are a result of the company's ethical culture, skilled committed staff, and quality control over its services and products. It is Bytes policy to seek to operate to these standards continuously and to implement and operate fully the BS EN ISO 9001 quality assurance standard through registration and annual review.

The service scope for Bytes Software Services Limited is: The Supply of Computer Software, Software Licences, Software Asset Management, Training Services, Information Security Professional Services and Assurance Testing.

Suppliers to the company will be actively encouraged to improve the quality and reliability of their services and products.

The company complies with all legislation relevant to its particular industry sector together with the Health and Safety at Work Act 1974.

Bytes has identified the need to pursue responsible policies towards the community and that the interests of industry will not be served at the expense of the environment.

It is the company's belief that, in applying these Standards, policies and procedures it will be able to operate to the requirements of its clients and industry accordingly.

Signed on Behalf of Bytes Software Services Limited:

**Signature:**

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**Name:** Jack Watson

**Position:** Managing Director

**Date:** 1<sup>st</sup> February 2024