



## Quality Policy Summary

The documented quality system captures the Quality Policy and objectives of the Company. It is a key document in our Quality Management System (QMS) and outlines the Manx Telecom Group top management's commitment to continuous improvement.

It is designed to ensure the Manx Telecom Group complies with the requirements of BS EN ISO 9001:2015 company wide, with no exemptions being sought.

The scope of our QMS covers:

### **Development, deployment and support of telecommunications services for the Isle of Man**

The scope has been determined based upon the context of the organisation and reflects compliance obligations identified within our documented system.

#### **Our Vision**

First choice for our customers, best choice for our community and the environment

#### **Our Mission**

To deliver consistently great experiences that delight our customers

#### **Our Strategy**

Simplification and operational efficiency

#### **Quality Policy**

The Quality Policy will enable us to achieve our vision by understanding, meeting and exceeding our customers' expectations including legal, regulatory and contractual requirements. We will deliver our business objectives through flexible, smart and aligned processes that are continually improved. Our aim is to be a world-class excellence company with quality as an integral part of business as usual.

**The Manx Telecom Group is committed to comply with the requirements and continual improvement of our QMS in the interest of our customers**

Issue	Date	Approved by	Title
5.1	01/02/2022	Gary Lamb	CEO