



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 Manx Telecom top management's commitment to continuous improvement.

It is designed to ensure Manx Telecom 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

To be a responsible employer, connecting our customers with a great experience, whilst caring for our community and the environment

Our Mission

Connecting a better future

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.

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

Issue	Date	Approved by	Title
5.0	04/01/2021	Gary Lamb	CEO