

# Quality Policy Statement

Viglen have achieved a reputation for quality over 27 years of supplying Information Technology (IT) products and cutting-edge solutions direct to the customer and have been registered against ISO 9000 with BSI since 1994. Our success is largely attributable to one single company philosophy that pervades everything we do – 'IT's Personal'.

This philosophy has formed the basis of our partnerships with customers and mutually beneficial relationships with suppliers. We recognise that all our staff are responsible for quality and have therefore empowered each and every one to take IT personally.

It is our passion and attitude that gives us commitment as individuals and as a team to focus on our customer's requirements and expectations today and in the future.

Viglen's philosophy is supported through our Management System, which is run to meet the requirements of BS EN ISO 9001:2000 by;

- Developing, maintaining and reviewing quality objectives by top management
- Ensuring employee awareness and adherence of the Management System
- Committing to the continual improvement of our products and processes
- Enhancing customer satisfaction
- Conducting Management Review to ensure continued suitability

These are supported by the establishment and review by top management of the following key performance indicators;

- Supplier performance
- Product conformity
- Response times & delivery lead-times
- Costs
- Service level agreements
- Customer satisfaction



Bordan Tkachuk  
Managing Director  
26<sup>th</sup> April 2003

QMS002



Great  
Minds  
Think

 **IT's all about quality**