



## **QUALITY POLICY**

## QUALITY POLICY

***“CWG Plc shall deliver ICT Solutions that will add value to our customer's operations, meet and exceed our customer's expectations, and we shall deliver them right first time and all the time”.***

To achieve our policy, we shall consistently manage our Quality System in compliance with the requirements of “ISO 9001:2015 Standard.” This will include the continual improvement of the effectiveness of the quality system. This Policy is successfully accomplished by incorporating quality objectives that help us to achieve the quality policy. It is communicated to and understood by all staff and reviewed periodically for continual suitability.

The Quality Objectives of CWG are set at corporate and departmental levels to achieve continual improvement.

- ✚ 80% Customer Satisfaction Survey index
- ✚ 100% Statutory/regulatory compliance.
- ✚ Annual process/policies/procedures review.
- ✚ Annual QMS evaluation through management reviews
- ✚ Annual QMS evaluation through internal quality audits

Approved by



MD/CEO

Date: 22/04/2025

## **QUALITY POLICY**