



Quality Policy Statement

Argenta Limited is based in Solihull and was established in 2003 to develop bespoke software to support business processes providing a total solutions package to its clients.

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System that is compliant to BS EN ISO 9001:2015 and provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

1. regular gathering and monitoring of customer feedback
2. training and development for our employees
3. regular audit of our internal processes
4. measurable quality objectives which reflect our business aims
5. management reviews of audit results and customer feedback.

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees.

Though the Managing Director has ultimate responsibility for Quality all employees have a responsibility within their own areas of work so helping to ensure that Quality is embedded within the whole of the company.

The policy review date is June 2023

Signed: Managing Director

Date: