

Quality Policy V1.1

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Digital Catapult Quality Policy

Purpose

To ensure all employees and relevant subcontractors at Digital Catapult are actively engaged with the Quality Management System and striving to improve the quality of the services we deliver.

Terms and Definitions

Quality Management System - The policies, procedures and processes that we follow as a business to focus on delivering service conformity and raising customer satisfaction in order to drive towards achievement of our missions and maximize the impact we have on the UK economy.

Scope

Whilst only the delivery of commercial projects are included within our ISO 9001:2015 scope, this Policy applies to all projects delivered by Digital Catapult.

Senior Leadership Team Commitment

The Senior Leadership Team is committed to enhancing customer and participant satisfaction, raising service quality and conformity and continually improving the Quality Management System - thereby driving our missions and maximising the impact we have for the UK economy. The Senior Leadership Team is committed to continually improve the Quality Management System by:-

- Providing sufficient resources for the effective operation of the Quality Management System.
- Demonstrating leadership and commitment to the Quality Management System and ISO 9001:2015 certification.
- Ensuring that meaningful quality objectives are established for the Quality Management System which are compatible with Digital Catapult's overall strategic direction, missions and drive for impact.
- Communicating to all employees and relevant subcontractors their responsibilities in relation to the Quality Management System.
- Committing to continually improve the capabilities and competency of all employees.
- Continuously monitoring supplier and subcontractor performance where there could be significant impact to product and service conformity.
- Identifying and meeting all applicable statutory & regulatory requirements.
- Monitoring the Quality Management System through the establishment of key performance indicators and management system reviews.

- Ensuring customer and partner satisfaction by consistently meeting their requirements.
- Resolving any complaints and concerns raised by our customers in a timely manner.
- Implementing a robust internal audit schedule to ensure compliance with ISO 9001:2015.
- Identifying internal non conformances and conducting root cause analysis to eliminate the cause and facilitate continuous improvement.

Signed, Ray Lambe, Chief Operating Officer

A handwritten signature in black ink, appearing to read "Ray Lambe", written in a cursive style.

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