

## QUALITY STATEMENT

*The Management and staff of Herold Mediatel Limited are committed to meeting the needs of its customers in order to ensure repeat business and the continued success of the Company.*

*It is the intention of Herold Mediatel Limited to establish and maintain an effective Quality Management System in accordance with the requirements of ISO 9001:2008 International Quality System Standard.*

*All our staff shall be trained, informed and involved in implementing the Quality Management System and our aim shall be to seek continuous improvement in all our operations.*

*Herold Mediatel Limited recognizes that implementing a Quality Management System- ISO 9001:2008, will ensure that customers' expectations are being met. In addition and more importantly, a mechanism will be in place to apply preventive and/or corrective action as appropriate and necessary.*

## QUALITY OBJECTIVES

*Herold Mediatel Limited Quality Assurance objectives are:*

- *to ensure that Customer requirements and expectations are fully understood, standards created and service delivery continually monitored against these standards,*
- *to consistently meet Customer requirements by Quality performance and adoption of best practice.*
- *to provide the right organization and resources and employ the right people to ensure Quality products and services which fulfill the Customer's requirements effectively and efficiently.*
- *to continually review and monitor all aspects of operations to identify opportunities for implementing continuing improvement.*

*Jane Tickle  
Managing Director*