

## 1. Scope and Context

Somerford Associates Limited (Somerford) provides its customers with Security, IT Operations, Dev/Ops and Dev/Sec/Ops software solutions, together with a range of supporting professional services. The services include, but are not limited to, software implementation and configuration services, technical project management, ad-hoc specialist technical services, technical training, in-life technical support, upgrades and enhancements.

We work as a trusted partner to our customers, as part of their team to deliver success. Our aim is to meet all of our customer's needs with a focus on service quality and delivery for on-premise, hybrid or full cloud environments.

## 2. Quality Management Aims

Somerford is committed to delivering high quality products and services to our customers. To ensure our success, we have implemented a Quality Management System (QMS), following the best practices outlined in the international standard ISO 9001. Our QMS supports the following business objectives:

**Customer focus** - We aim to provide our customers with products and services that meet their needs in an effective, predictable and repeatable manner;

**Business effectiveness** - We want to operate and manage our business in a cost-effective, efficient, consistent and scalable manner;

**Partner co-operation** - We will collaborate closely with partners to provide quality products and services to our customers in a seamless way.

Our QMS has senior representation from across the business who drive quality initiatives throughout the organisation and ensure continual improvement remains part of our ethos. All our staff are expected to actively participate in supporting the achievement of our Quality Management aims and objectives.

## 3. Approval Signed on behalf of Somerford Associates Limited, (Company # 04250112)



Andy Davies, Director

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Date: 12th September 2024