Quality Policy

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Approval

Name	Title	Date	Version
Jim Darragh	Chief Executive Officer	22 March 2023	2.0
(*signature*)	*Jim Darragh*		

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Introduction

Totalmobile Ltd is the leading independent provider of Field Service Management Software in the UK. We help our customers transform Field Service Management by optimising and enabling their frontline workforce, providing a step change in performance, empowerment, and control.

The highest quality of service delivery is ensured through the tracking of tasks progress against Service Level Agreements and the recording of customer satisfaction. Our focus on Field Service, Courier, Transport & Logistics and Facilities Management means that we are able support 250,000+ mobile using a cloud-based managed service.

We achieve this is by operating a Quality Management System (QMS) in accordance with the requirements of ISO 9001:2015. Only by providing an outstanding service and product quality will we achieve our aims of long-term success and sustained improvements.

The policy, organisation, and procedures necessary to achieve the required standards are described in our Quality Management System.

Purpose

This document sets out how and why the company will commit to ensuring a robust quality management system.

Scope

This policy applies to all staff of Totalmobile including subsidiary companies and associated persons. Quality applies to every product, service, process, task, action or decision in Totalmobile Ltd that can be judged in terms of its quality – how good is it, is it good enough, how can we make it better.

Definitions

Totalmobile Ltd referred to as "the company"
"Quality Manager" role as defined by ISO 9001:2015 is fulfilled by the Compliance Manager

What is Quality?

Quality management in Totalmobile Ltd is about making the company perform for their stakeholders and customers – from improving products, services, systems and processes, to making sure that the whole organisation is fit and effective.

Managing quality means constantly pursuing excellence: making sure that what your organisation does is fit for purpose, and not only stays that way, but keeps improving.

Why is Quality important?

Quality is critical to satisfying your customers and retaining their loyalty, so they continue to buy from Totalmobile Ltd in the future. Quality products and services make an important contribution to long-term revenue and profitability. They also enable us stay competitive in the market.

Quality Objectives

The objectives of this company are set out in Company Objectives document. Objectives for individual departments, teams and roles, feed into the overall company objectives, which are established at the beginning of each year, monitored throughout, and reviewed on a quarterly basis.

Responsibility

All personnel within Totalmobile Ltd are responsible for the quality of their work. The company provides training and has established systems to assist all personnel to achieve the standards required. We endeavor to produce work and offer a service that we can be proud of, and where we may not, we recognise this and look to improve our processes and increase our standards. When a customer raises a complaint, we are committed to investigating the complaint and will do our best to put right all justified complaints. Totalmobile Ltd strives to install a quality culture to ensure we are producing outputs that satisfy the needs and expectations of our stakeholders.

The Quality Manager is responsible for monitoring the quality system and reports regularly to the Head of Information Security and Compliance on the system's implementation, status, and effectiveness.

Communication and training

This policy ensures staff understand their responsibilities under the Quality banner, procedures and how to report non-conformances to process. The policy is published on the Company's SharePoint site and communicated to staff via internal communication and in company inductions. All staff are to undertake relevant compliance courses on our dedicated training site to ensure their awareness.

This policy is available to relevant interested parties, as appropriate, upon reasonable request.

Equality and diversity

This policy does not impact equality and diversity.

Policy Compliance

Compliance Measurement

The Information Security management team will verify compliance to this policy through various methods, including but not limited to, business tool reports, internal and external audits, and feedback to the policy owner.

Exceptions

Any exception to the policy must be approved and recorded by the Head of Information Security and Compliance Manager in advance and reported to the Management Review Team.

Non-Compliance

An employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

Continual Improvement

The policy is updated and reviewed as part of the continual improvement and process.