

# QUALITY POLICY



## Quality Purpose

- Our goal is to sustain profitable growth by designing and manufacturing innovative, high-quality electronic passenger information systems for all transport sectors that are driven by customer needs.
- By placing the customer at the heart of our business we develop market-led products, services and solutions of the highest quality that continuously improve methods for communicating to clients' customers, whilst simultaneously offering state-of-the-art levels of applications and after-sales service and support.
- For our employees, we strive to provide an exciting, challenging and innovative working environment that is fair, provides training and development opportunities, and rewards commitment and innovation.

## Quality Policy

- We enhance our customers' satisfaction with our products by meeting our commitments together with statutory and regulatory requirements, thus ensuring the 'Infotec' brand delivers quality, innovative technology, leadership and value.
- We service the needs of our customers through effective sales processes and highest service standards.
- We invest in outstanding testing facilities to deliver rigorous and robust products and services.
- Our leadership team advocates the Quality principles of our shareholders and our ISO 9001 Quality Management processes to our employees as the standard on which a profitable business is built.
- We work to achieve independent approval of our systems, procedures and products to provide third party accreditations and to meet top industry standards.
- We excite our employees with personal development opportunities that derive from our success, and instil a quality culture in them that drives the continuous improvement of our core processes.
- Our leadership team uses Quality Key Performance Indicators to measure the output of our Quality Management System. The KPIs drive effective continuous improvement by Plan-Do-Check-Act (PDCA) towards perfect business processes that increase competitiveness and improve our customers' and shareholders' satisfaction.
- We are a model of corporate integrity with a high standard of ethics and environmental awareness in our relationships with customers and all other interested parties.

Endorsed by:

A handwritten signature in black ink, appearing to read "Tim Court".

Tim Court - Managing Director

A handwritten signature in blue ink, appearing to read "Neil Scott".

Neil Scott - Chief Operating Officer

13<sup>th</sup> May 2019

*This document is displayed at Infotec's premises and publicly available on our website*

Electronic Display Systems

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