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DOCUMENT SOLUTIONS UK LIMITED

Revision History:

Section	Description of Change	Date	Rev	Authorised
All	First protocol to ISO9001:2015 Standard	14/01/2021	A	D Macartney

Process Owners	Date
Managing Director	14/01/2021

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Document Solutions Ltd specialise in the provision of photocopying equipment and associated services including servicing, supply of toner, parts, consumables and labour, within the UK.

In practice, all phases of Document Solutions Ltd work are subject to quality control, from enquiry through to order processing, purchasing and delivery.

All work is in accordance with written procedures, with lines of responsibility and accountability defined checks incorporated. All personnel are well versed and trained for the work they are to do and safety is a prime consideration.

To achieve this, we are committed to a continual improvement culture throughout the organisation based on stated company objectives and the EN ISO 9001:2015 standard. We are certified to ISO9001 and all our procedures, checklists and instructions comply with this standard. The principles embraced in the ISO9001 standard have been embodied in our formal Management System. This system is an essential company framework that will allow us to gain competitive advantage, as well as reinforcing and enhancing the company's reputation and image.

Document Solutions is committed to complying with applicable legal, regulatory and statutory requirements and ISO 9001:2015. As such the policy:

- Requires the setting and reviewing of Quality and Business Objectives, which derive from an analysis of the needs of interested parties, internal and external factors, mitigating actions and the performance of key processes
- Includes a commitment to satisfy applicable requirements (customers, legislative, statutory).
- Commits Document Solutions Ltd to continually improve the Management System

The directors are committed to ensuring that sufficient funds and resources are made available to ensure that the Quality can be achieved.

The policy of the Directors of Document Solutions Ltd is aimed at implementing and maintaining quality and safety in an effective and economically practical way. The basic principle is; that it should be possible to meet the requirements agreed with the client and satisfy their expectations at any time. We will ensure arrangements are made for effective communication and the promotion of competency throughout the company by educating and training our staff. We will use our newsletter and staff notice boards to publicise out targets and performance.

Mr. David Macartney
Managing Director

13th January 2023 (Review Date January 2024)