

Quality and Customer Service Statement

Enterprise Europe Ltd is committed to provide a quality service to its customers that: -

- Is responsive, prompt, efficient and value for money.
- Provides a supportive and professional service to those customers purchasing computer services and training courses.
- Draws on best practice developed through the active involvement of its staff and customers.

By

- Employing suitably qualified and experienced staff and investing in training and staff development
- Working within approved processes and procedures
- Providing clear information about these processes and procedures
- Working within published deadlines
- Providing feedback on any difficulties encountered in meeting those deadlines
- Reviewing and monitoring its services and
- Planning for continuous improvement in quality and customer service.

In particular Enterprise Europe Ltd:

- Make available to all organisations currently working with us, Enterprise Europe Ltd “Customer Service” and “Quality Assurance Documents”. These will be available on our web site. The documents include details of charges, administrative procedures and Quality Assurance processes and include a timetable to work to throughout the year.
- Provide clear information and initial advice to new customers within 2 days of their first enquiry.
- Provide all customers with the opportunity for fuller consultation with an Engineer or Consultant before they decide to proceed. This will include confirmation of timescales and costs.

Quality

At Enterprise Europe Ltd, quality is a way of life and Customer Satisfaction, our number-one priority. Employees in all levels participate in a company-wide endeavor to continuously enhance both Quality and Customer Satisfaction.

Enterprise Europe Ltd uncompromising commitment to excellence begins with its new system design and configuration process and continues throughout the faultfinding and repair service and support.

New systems offerings are thoroughly evaluated on a continuing basis to ensure that the equipment delivered meets or even exceeds the published specifications.

Purchasing

Suppliers of materials, products and services will only be engaged by the company following an evaluation of their capability to supply to the standards required. Such standards relate to technical, financial and timescale criteria. The level of evaluation will

depend upon the nature of product or service to be supplied, its importance to the company's overall service, and the likely annual spend with the supplier. It is the responsibility of the Managing Director to ensure that a formal evaluation of any supplier is undertaken before any order is placed or contract negotiated with that supplier.

Quality Assurance Manual

The Quality Assurance Manual is the basic framework of the company's policies and procedures. The Quality Assurance Manual covers all the Quality Assurance and Inspection activities.

Customer Complaints

All customer complaints received by company employees verbally or in writing, will be investigated and where considered valid result in a suitable response to the customer. The underlying reason for the complaint will be determined and suitable corrective action taken in relation to company processes. An acknowledgment letter of receipt and confirmation shall be sent to customer within 24 hours. All complaints will be investigated to reveal the root cause of the complaint. Periodic review of customer complaints database will be analyzed by the Sales & Marketing Manager and presented at the Management Review Meetings

Training

All employees shall be appropriately qualified to enable them to undertake the tasks expected of them. Management shall provide the opportunity to develop employee's skills and abilities in support of company operations and their desire for self-improvement. The Sales and Marketing Manager shall act in the capacity of Training Manager on behalf of the Management and shall coordinate all training activities.

Continuous Improvement

Continuous process improvement will be undertaken throughout all Enterprise Europe Ltd. In particular, analysis of customer complaints and reports of product or service nonconformity will be used to initiate improvement activities.

Management Review

The Management System shall be periodically and systematically reviewed by Management to ensure its continued suitability and effectiveness. The Managing Director, in conjunction with the Sales & Marketing Manager shall review the Management System on an annual basis to assess its continued relevance to the company's operations and compatibility with Company, Local or Market sector requirements. They shall advise of any changes that may be necessary to maintain the company's status within its sphere of operations. The Workshop Manager will issue a formal agenda for the meeting at least one week in advance of the meeting. Data inputs to be provided will be distributed to those responsible for providing the inputs at least one week in advance of the meeting.