



teclan Quality Policy Statement

teclan provides quality management, co-ordination, creation, production and dissemination of Digital Marketing and Website Design services throughout the UK and abroad. The Company has developed its expertise since its establishment in 1999, and its aim is to achieve a high standard of service and return on investment for its customers.

Our Quality Policy is defined and strongly driven by the following management principles and behaviours:

- Build a mutually profitable relationship with our customers, ensuring their long-term success, through the understanding of their needs and the needs of their customers
- Achieve our commitments for quality, cost, and schedule
- Drive continual improvement and innovation using emergent technologies and Internet tools, based upon efficient business processes, well-defined measurements, best practices, and customer surveys
- Develop staff competencies, creativity, empowerment and accountability through appropriate development programs and show strong management involvement and commitment

The company's customers expect a continually improving service which we aim to provide, and to produce finished work that we can be justifiably proud of. Only by providing an outstanding service and product quality will we achieve our aims of long term success and sustained improvements.

teclan strives to be the best provider of Digital Marketing in the industry using these guiding principles. Everyone in teclan is accountable for fully satisfying our customers by meeting or exceeding their needs and expectations with the best solutions and services. The company has established systems to assist all personnel to achieve the standards required.

The Directors, Management and Staff are responsible for Quality Control through the Quality Management System seeking improvement by constant review. The Quality Manager is responsible for monitoring the quality system and reports regularly to the Managing Director on the system's implementation, status and effectiveness.

teclan is committed to achieving customer satisfaction using quality procedures which will be operated to meet or exceed the requirements of ISO 9001.