ABtec Computer Solutions Ltd

Quality Policy

ISO 9001:2015

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Version	2.0 (Approved)
Approved by	Board of Directors, 06/11/2026
Policy owner	Barry Taylor, Director
Date of issue	06/11/2026
Date of next review	06/11/2027

Statement

ABtec Computer Solutions Ltd (the 'Organisation') aims to provide managed IT services, IT products and solutions that meet our customers' requirements, on time and within budget, first time.

The Organisation operates a Quality Management System (QMS) certified to ISO 9001:2015, integrated with our ISO 14001, ISO/IEC 27001, ISO/IEC 20000-1 and ISO 22301 management systems. ISO 9001:2026 was published on 16/09/2026; we will plan our transition to the new edition within the transition period set by our certification body.

Our commitments

Top management is committed to:

- Determining and meeting customer requirements and applicable statutory and regulatory requirements.
- Enhancing customer satisfaction, measured through ticket feedback, account reviews and complaints.
- Setting quality objectives at relevant functions and levels, and reviewing them at Management Review.
- Continually improving the effectiveness of the QMS, using internal audit, customer feedback and corrective action.
- Promoting a quality culture and ethical behaviour across the business, where staff are encouraged to raise issues and suggest improvements.
- Considering climate change and other external issues as part of our context and risk assessment.
- Providing the people, training, tools and infrastructure needed to deliver the QMS.

Communication and review

All staff understand this policy and follow the QMS. The policy is communicated at induction, available on our intranet and published on our website for interested parties. It is reviewed at least annually at Management Review to make sure it remains suitable.

Approval

Signed	Barry Taylor
Print name	Barry Taylor
Position	Director
Date	06/11/2026

Electronically signed by Barry Taylor, Director, on 06/11/2026 following Board approval.

Amendment history

Version	Date	Modified by	Comments
1.0	18/03/2024	P Harper	Issued
2.0	06/11/2026	Barry Taylor	Approved by the Board 06/11/2026. Annual review: integrated management systems referenced; ISO 9001:2026 transition noted; quality culture, ethical behaviour and climate change commitments added; review date added