

Quality Policy

Macro Evolution Services Limited provides a range of technical and support services to end customers, resellers, vendors and distribution channels.

Macro Evolution Services Limited is committed to delivering services that consistently meet customer requirements and all applicable statutory, regulatory and contractual obligations. Quality is integral to how the business operates and to maintaining confidence in the services provided.

The organisation operates a process-based, risk-informed Quality Management System (QMS) certified to ISO 9001:2015, which is implemented across the organisation's defined operational activities. The QMS provides the framework for effective operational control, performance monitoring and continual improvement.

Sustained business success is dependent on the effectiveness of organisational processes, the competence of personnel and the reliability of the services delivered.

Macro Evolution Services Limited is committed to:

- complying with applicable customer requirements and all relevant statutory, regulatory and contractual obligations
- maintaining and continually improving the effectiveness of the ISO 9001:2015 Quality Management System
- providing a framework for setting, reviewing and achieving measurable quality objectives aligned with business priorities
- promoting a culture of continual improvement across business processes and services
- ensuring that roles, responsibilities and authorities for quality are clearly defined and understood
- ensuring that employees are competent, engaged and aware of their contribution to quality performance

The Board of Directors and Senior Management have overall accountability for the Quality Management System and for ensuring that this Quality Policy is implemented, communicated, understood and applied throughout the organisation.

The policy is communicated to employees and relevant interested parties.

The policy is reviewed at planned intervals, at least annually, as part of the management review process to ensure its continuing suitability, adequacy and effectiveness.

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Lisa Ring
Managing Director

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