



Quality Policy

Macro Evolution Services Limited provides a range of support services to the direct end customers, resellers, vendors, and distribution channels. The organisation was established in 2018, and now employs over 80 staff, based at its office and operations facility in Fonthill Retail Park, Dublin. The business has created a high tech, high spec technical services secure facility that exceeds global brand compliance standards.

Macro Evolution Services Limited is part of the wider Exertis Group organisation. Exertis is one of Europe's largest and fastest growing technology distribution and specialist service providers. Exertis group partners with 350 global technology brands and over 14,000 resellers, e-commerce operators, e-tailers, Integrators and retailers across Europe.

The goal of the organisation is to achieve superior levels of customer satisfaction. The commitment of each member of our staff is essential to the realisation of this goal.

The board of directors recognises that quality excellence can best be achieved by preventing problems rather than by correcting them after they occur. For this reason we have implemented a risk-based process oriented QMS. Appointed members of the management team will take responsibility for ensuring that a continual improvement culture is established at all levels of the organisation. The business employs a management structure that develops authority and responsibility for quality management.

At this present time, the business focuses its attention on the following quality related issues:

1. To achieve certification to ISO 9001:2015.
2. To assimilate the requirements of the standard into the normal operating practices/processes of the business.
3. To provide a framework for developing, implementing and monitoring our quality business objectives.
4. To ensure total customer satisfaction by implementing all applicable customer, statutory and regulatory requirements thereby becoming the preferred supplier to our customers.
5. To implement a continuous improvement culture within the business processes thereby ensuring that we are the preferred supplier to our customers.
6. To ensure ongoing company-wide awareness of quality related issues and the critical role that quality plays in our business activities.

The senior management team considers the regulatory compliance and quality aspects of the business to be of paramount importance. A quality service that provides on-going customer satisfaction will guarantee the success of the business.

Signed: 352FE36A90F64F1...

Name: Rod McCarthy

Title: Managing Director

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