

# Quality Policy Statement

*Amulet Hotkey is an electronics engineering company established in 1990. We have a proven record of innovative design and commitment to the quality of our products and service to our customers.*

*We deliver reliable solutions that enable remote working with high-performance workstations. For virtualized environments, we create solutions for multiple remote users on a single platform.*

*Our sales, support and engineering staff work with customer specific requirements; from the concept of a solution, through its development to the final system implementation.*

*Our Management System complies with the requirements of BS EN ISO 9001 Quality Management System ISO9001:2015.*



## **Our quality policy is to:**

- comply with all relevant legislation and safety requirements;
- make sure staff follow the quality policies and procedures in their work;
- deliver products and services to our customers that meet or exceed their requirements in all aspects of performance, reliability, responsiveness and value;
- improve our performance, by continually reviewing the effectiveness of our Quality Management System.

## **Amulet Hotkey's Board implements the Policy.**

### **We achieve this by:**

- communicating clearly the roles and responsibilities;
- providing the necessary resources to meet our quality policy and objectives;
- setting and reviewing SMART (Specific, Measurable, Achievable, Realistic and Timescaled) quality objectives that:
  - continually improve product development cycles;
  - identify and implement production improvements;
  - monitor and improve order fulfillment timescales;
  - generate structured feedback from our clients;
  - provide timely customer support;
- making sure that we meet our customer expectations;
- reviewing the Quality Management System and finding opportunities for its continual improvement.

## **Approved by the Amulet Hotkey Board**



British Assessment Bureau Certificate 212920