



# QUALITY POLICY

At Konica Minolta Business Solutions (UK) Limited quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction, skilful execution and it represents the wise choice for our customers. Our product quality improvements enhance the quality and marketability of our customers' end product. Through our reliability and consistency in offering the services of knowledgeable staff and providing on-time delivery we ensure a rapid response to our customers' changing needs.

The application of our Quality Policy guarantees that our aim is to continually improve our work methods and the final quality of our products and services. In order to support this, we commit to:

- ▄ Meeting applicable requirements
- ▄ Being flexible to adapt to the changing needs of our customers
- ▄ Reviewing and improving process efficiency
- ▄ Listening to the voice of the customer through transactional and relationship surveying and identifying actionable insight
- ▄ Making sure our colleagues have adequate training, knowledge and experience needed for their roles
- ▄ Improving customer experience and loyalty through closed loop improvement process
- ▄ Developing and maintaining effective relationships with subcontractors, suppliers and partners
- ▄ Creating long term partnerships with customers to enable the provision of value adding solutions that assist customer, in meeting their own goals
- ▄ Adherence to the requirements of ISO9001:2015

This Policy covers Konica Minolta Business Solutions (UK) Ltd and all relevant subsidiaries, including all UK regional offices. It is applicable to all colleagues, visitors, suppliers, customers and contractors related to business activities, products or services.

This policy is actively promoted within the company and is freely available to all interested parties.

The Leadership Team personally subscribe to this policy and we task all colleagues to contribute to its implementation and ongoing success.

Neil Dingley  
Managing Director  
Konica Minolta Business Solutions (UK) Ltd

