



SERVICE MANAGEMENT POLICY

Konica Minolta recognises the importance of service management and is committed to operating an effective Service Management System to ensure that it operates responsibly as a business and in compliance with all legal and regulatory requirements in relation to the Service Delivery for Business Solutions.

To accomplish this we will operate our Service Management System in accordance with the requirements of ISO 20000-1:2011.

To support this commitment, we have identified key Service Management principles, which are to:

- Understand and fulfil the service requirements to achieve customer satisfaction.
- Design and deliver services based on the Service Management System (SMS) that add value for the customer.
- Monitor, measure and review the performance of the SMS and associated services.
- Continually improve the SMS and the associated services based on objective measurements.
- Continuously improve Service Delivery by measuring and assessing the associated risks and applying effective measures to mitigate those risks.

To ensure these key principles are met, we have established a set of service management objectives as part of our Integrated Business Management System which are monitored and reviewed regularly to ensure continual improvement in the service management system.

This Policy covers Konica Minolta Business Solutions (UK) Ltd, including all UK branch offices and includes all Colleagues, visitors, suppliers and contractors whether they are directly related to business activities, products or services.

Compliance with the Service Management Policy is mandatory. All Managers are directly responsible for implementing this policy and ensuring colleagues' compliance within their functions.

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

