

# Quality Objectives

EA Technology are committed to providing our customers with innovative products and services, consultancy and training which deliver tangible benefits for their businesses enabling them to create safer, stronger and smarter networks for today and the future.

To ensure we meet and fulfil our responsibilities and obligations to all our customers, staff, subsidiaries, suppliers and shareholders we are committed to achieving the quality objectives set out below:

- To ensure 100% of all opportunities, with a 3-month close date, are reviewed monthly
- To deliver at least 85% of contracts by the agreed date, and 100% of contracts within 3 weeks or 110% of agreed time, whichever is longest
- To produce a monthly customer satisfaction report, showing a satisfaction score of at least 80%
- To monitor the quality of all goods and services supplied by the company

The Quality Objectives are reviewed annually to ensure desired results are achieved and to evaluate the performance and the effectiveness of the Quality Management system.

CEO, EA Technology Ltd  
Robert Davis

Signed 

Date: February 2018



Safer, Stronger,  
Smarter Networks