

Version Number:	2.3	<b>UTAX (UK) Ltd Policy Statement Quality</b>	Owner:	Shaun Wilkinson
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# UTAX (UK) Ltd Quality

UTAX (UK) Ltd. are committed to delivering an outstanding customer experience. Everyone within our organisation has been chosen and trained appropriately to complete their role as part of this wider objective, and delivered through our Performance Objectives:

- Continual Growth for us and our customers
- Productivity Improvements to maintain our current customer satisfaction ratings
- Employee satisfaction maintained to retain and grow our talent
- Continue to offer high levels of customer satisfaction by delivering world class technological solutions, products and support.

## Our Vision:

Our Partners and customers receive innovative hardware and software products as well as customised solutions and concepts that help generate added value to their portfolio. This is achieved by improving business processes and optimising the exchange of information and knowledge.

Customer satisfaction is key and we strive to deliver the best customer experience at all times. Our customers are at the heart of the approach and strategy we take. Our portfolio of products and professional services are tailored to meet their needs.

We practise openness, honesty and fairness in our dealings with business partners, customers and colleagues.

Our products and services provide economic and environmental value to our customers, conserve resources and are in harmony with our environment and society.

## Our CORE Values:

**Competitiveness:** In today's world, you must be agile, flexible and open to innovation all the time. We are working non-stop to improve our internal processes and optimise our cost structures to deliver real benefits to our customers. We take an innovative approach for taking advantage of opportunities on the markets we serve.

**Our Customers:** We are fully committed to deliver benefits to our customers. To deliver on this promise, we draw on our knowledge acquired around the world and all of the company's resources to ensure we provide the best results for our customers. We listen to our customers and safeguard their interests.

**Respect & Integrity:** Integrity is a core value of our company. It supports us in our efforts to gain the trust and respect of our customers, suppliers and the general public in our business dealings with them. Integrity means practising what we preach. Our guiding principle is our solid ethical principles and our commitment to the management of the highest standards.

**Efficiency:** We focus on achieving the best possible outcome in the least wasteful manner by maintaining effective policies and procedures while consistently developing our high-quality workforce. By eliminating wasteful processes, we utilise our resources when and where they are truly needed.

**This Policy is authorised by Shaun Wilkinson, Managing Director, UTAX (UK) Ltd.**

*Shaun Wilkinson*

Shaun Wilkinson (Apr 13, 2023 17:56 GMT+1)

**Next review date: March 2024**

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