

Quality Policy

Widgit believes in taking pride in our work and constantly striving to improve and evolve.

1. Policy Purpose

The purpose of this policy is to ensure that everyone at Widgit strives to adopt good practice and deliver high standards in all its operations. All staff are required to comply with this policy when conducting day-to-day operational processes.

2. Policy Statement

Quality is an integral part of Widgit's business principles and we are focussed on delivering a successful and high quality, professional service to our customers. It is the foundation of our business and is fully embedded in our purpose and values. Quality is important to Widgit because we value our customers.

Our brand and products are trusted and chosen by many to fulfil their educational & personal needs. Every product, every service and every contact has helped shape the business, and we promise that it is safe, that it complies with all relevant laws and regulations and that it constantly meets high standards of Quality.

We must adapt excellence in everything we do and optimise costs through maximising productivity.

3. Main Goals

Our main goal is to constantly improve the level of customer satisfaction. To achieve this goal all staff must understand and ensure the following principles are adhered to:

Customers

- efficiently providing services to a high quality, providing such a service to ensure customer satisfaction.
- research of needs and satisfaction of the customer
- quick response to customer needs and ensure orders are processed in a timely manner
- build long-term relationships with our customers
- maintain good working relationships with our customers
- Working Practices understand and manage our processes to ensure they are performed effectively and safely
- ensure our policies, procedures and processes are well documented to ensure they are well understood and followed by all
- continuous monitoring and improvement of processes and services
- set and achieve quality objectives

Staff

- employ and retain a skilled workforce who share the Company's vision and values
- ensure that all staff are aware of their individual roles and responsibilities to achieve the above
- provide training to staff to ensure they have the relevant skills to fulfil their duties
- engage with staff to obtain feedback to help identify opportunities for improvement
- provide a safe working environment for all

Suppliers

- only use reliable and competent suppliers who share our commitment to customer satisfaction
- maintain close relationships with key suppliers for our mutual benefit

4. Policy review

This policy will be reviewed every **3 years**, or sooner if changes in legislation occur or new best practice evidence becomes available.

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