



VIRTUAL ACCESS QUALITY MANAGEMENT SYSTEM	Doc No. VA IMS 1.04a
	Issue: 04
Virtual Access (Ireland) Ltd Quality Policy	Authorised: 21/010/2022

Virtual Access Ireland Ltd, its directors and employees are committed to satisfying customers' requirements and managing the business in an effective, economical and efficient manner.

By doing this Virtual Access Ireland Ltd continues to provide products and services to customers, make an adequate profit, continue to grow and provide future employment to its staff.

The scope of activities as stated on the ISO 9001 certificates is:

The design, assembly, supply and support of software and hardware telecommunications products and services

Virtual Access adheres to the following Quality Management System principles:

- 1. Customers' requirements are completely, correctly and unambiguously stated, agreed and recorded to support Virtual Access in satisfying customer and other stakeholders' requirements*
- 2. Products and services meet customers' requirements leading to satisfied customers*
- 3. All policies and processes are communicated to and understood by staff who are appropriately qualified, trained, competent and supported to aid timely delivery of products and services complying with applicable legislation & regulation.*
- 4. The effective and efficient Quality Managing System supports the achievement of business commercial objectives*
- 5. The requirements and dependencies for products and services are understood, agreed and managed throughout our supply chain supporting timely and professional delivery at all times*
- 6. Complete regular governance reviews and improve year-on-year according to the Quality Managing System objectives set by the leadership team.*

These objectives are documented in the Integrated Objectives document and are reviewed for their continuing suitability in Quality Managing System review meetings.

Virtual Access Ireland Ltd holds regular management meetings. At these meetings the context, risks and opportunities, strategic direction and the frame of reference of the organisation is reviewed and considered. At management review meetings objectives are developed and monitored to continually improve the quality of the products, services, management systems, facilities, equipment and resources.

The organisation and its employees are committed at all times to ensuring that the requirements of ISO 9001:2015, the needs of customers, legal requirements and any other applicable requirements are met in full.

Signed:

Date:

Declan Carew

Managing Director