

# BRAINBOX

## QUALITY POLICY

It is the policy of Brainbox Ltd to provide our customers with goods, services and support that either meet or exceed the expectations and requirements of those customers. We are committed to achieving customer satisfaction by maintaining a Quality Management System, which is operated according to and measured against the standards set out by ISO 9001:2015.

It is the policy of Brainbox Ltd to:

- build a mutually profitable relationship with our customers, through the understanding of their needs and requirements, and the sharing of our knowledge and experience.
- drive continual improvement and innovation, in both products and services through engagement with developers and manufacturers, as well as customer interaction and direct involvement in the research community.
- comply with all legal requirements and codes of practice applicable to our activities.
- ensure that all employees are made aware of their individual obligations in respect of this quality policy.

This quality policy provides a framework for setting, monitoring, reviewing and achieving our objectives. To ensure the company maintains its awareness for continuous improvement, the Quality Management System is regularly reviewed by management to ensure it remains appropriate and suitable to our business. The Quality Management System is subject to both internal and external annual audits.

  
Dan Phillips  
Commercial Director

  
Andrew Thomas  
Managing Director