



Quality Policy

Alastair Taylor – Chief Executive Officer

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Registered in England & Wales No. 06069791. VAT No. GB 123 4070 56.
NYnet is a UK limited company controlled by North Yorkshire County Council.

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Quality Policy

The Objective of NYnet Limited is to provide broadband services primarily to the Public Sector in North Yorkshire. The Company has developed this expertise since its establishment in 2007. The policy of NYnet Ltd is to provide a high quality, professional, efficient and effective service to ensure the satisfaction of all the requirements of our customers.

To achieve this objective, the Company will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

In particular, the Company will set measurable objectives that will help achieve customer requirements, including:

- Managing the products and services to agreed customer service levels, including Availability, Restoration and Deployment
- Managing the WAN3 Network Infrastructure to a performance level that delivers a consistently high degree of stability
- Delivering NYnet's Medium Term Financial Strategy (MTFS) thereby creating company performance and stability
- Monitor and measure the effectiveness of its business processes and objectives through Management Reviews and the internal audit process
- Proactively seek feedback from customers on how well its products and services meet their requirements and set objectives for continual improvement
- Analyse the causes of any complaint or problem and take appropriate action to prevent recurrence
- Select and work closely with suppliers who enable the Company to create and deliver a reliable performance
- Recruit employees who are customer focused and support them with appropriate training and systems to ensure their competence always meets the Company's requirements
- Seek to enhance customer satisfaction at every opportunity
- Provide a work environment that promotes the wellbeing of its employees and encourages positive teamwork, with a focus on promoting a positive customer experience
- Encourage all employees to identify problems and make suggestions to improve all aspects of the Company's products and services and business processes
- Ensure that all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System
- Ensure that the Company complies with all necessary regulatory and legal requirements

The continual improvement of the Company's Quality Management System is fundamental to the success of its business and must be supported by all employees as an integral part of their daily work.

Signed: _____

Alastair Taylor

Position: Chief Executive Officer

Date: _____