

## **MCL-PL-00012 Quality Policy**

It is the policy of Marlborough Communications Limited to consider the customers' needs as paramount and to supply products and services which offer cost effective solutions that fully meet customer's specified requirements and delivery schedules, including all relevant regulatory requirements, and thus achieve a reputation for excellence in the marketplace.

Marlborough Communications Limited is committed to high levels of product and service quality. This is achieved by maintaining an efficient, quality-led organisation with trained, competent, and motivated personnel, and by continual review and improvement of the company quality management system.

Marlborough Communications Limited understands the importance of conformance to a recognised Quality Management System standard and is thus committed to retaining ISO 9001 registration for its project management, design, manufacturing, support, and service operations.

This policy is fully supported and endorsed by the directors and managers of Marlborough Communications Limited and has been communicated to and understood by all company personnel.

The policy is reviewed on at least an annual basis to ensure that it continues to reflect the purpose and strategic direction of the business.

Claire King  
Managing Director  
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