

Quality Policy

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Version	Date	Author	Summary of changes
1.0	29/10/2025	Lewis Rutherford	Creation of document.
1.1	19/02/2026	Lewis Rutherford	Addition of responsibilities.

Quality Policy

1. Introduction

The Data Analysis Hub Limited (the 'Organisation') aims to provide defect-free products and services to its customers on time and within budget. The Organisation operates a Quality Management System that has gained ISO 9001:2015 certification, including aspects specific to its scope of certification.

2. Commitment

The management is committed to:

- Develop and improve the Quality Management System
- Continually improve the effectiveness of the Quality Management System
- The enhancement of customer satisfaction

The management has a continuing commitment to:

- Ensure that customer needs and expectations are determined and fulfilled to achieve customer satisfaction
- Communicate throughout the Organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements
- Establish the Quality Policy and to set Quality Objectives at relevant functions, levels and processes
- Ensure that the Management Reviews set and review the Quality Objectives, and report on the Internal Audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
- Ensure the availability of resources

To support continual improvement and fulfil our commitment to customer satisfaction, the company sets quality objectives in accordance with the SMART framework (Specific, Measurable, Achievable, Relevant and Time-bound). All objectives are documented within the Quality Objectives Log, regularly reviewed for progress, and updated as necessary to ensure their effectiveness in driving performance improvement.

This Quality Policy is regularly reviewed to ensure its continuing suitability, copies of the Quality Policy are made available to all staff members and to relevant interested parties.

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3. Responsibilities

All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Management System.

The Organisation constantly monitors its Quality performance and implements improvements when appropriate.

Overall responsibility for ensuring the effectiveness of the Quality Management System, including its implementation, performance, and continual improvement, is held by the Quality Manager, Lewis Rutherford.

This policy has been approved and authorised by:

Name: Lewis Rutherford

Position: Compliance Director

Reviewed Date: 07/10/2026