



KONICA MINOLTA

QUALITY POLICY

At Konica Minolta Business Solutions (UK) Limited, quality is the direct result of employee diligence & development, ensuring the availability of tested resources, brought in line with our strategy and represents the trust our customers place in us. Our product quality improvements enhance the quality and marketability of our customers' end products and solutions. Through our reliability and consistency in offering the commitment of experienced employees and providing - time delivery we ensure a rapid response to our customers' ever-changing needs.

The application of our Quality Policy drives our aim to continually improve our work practices and the final quality of our products and services. In order to support this, we commit to:

- Meeting applicable customer requirements
- Being flexible to adapt to the changing needs of our customers
- Reviewing and improving process efficiency
- Listening to the voice of the customer through transactional and relationship surveying and identifying actionable insight
- Making sure our employees have the adequate training, knowledge and experience required to deliver in their roles
- Improving customer experience and loyalty through fully complete improvement processes
- Developing and managing effective relationships with subcontractors, suppliers and partners
- Creating long term partnerships with customers to enable the provision of value adding solutions that assist customers in meeting their own business objectives and needs
- Adherence to the requirements of ISO9001:2015

This Policy covers Konica Minolta Business Solutions (UK) Ltd and all relevant subsidiaries, including all UK regional offices. It is applicable to all employees, visitors, suppliers, customers and contractors related to business activities, products or services.

This policy is actively promoted within the company and is freely available to all interested parties.

The Executive team personally subscribe to this policy and we ask all employees to contribute to its implementation and ongoing success.

DocuSigned by:

Rob Ferris

Rob Ferris

CEO

Konica Minolta Business Solutions (UK) Ltd

