



KONICA MINOLTA



environmental  
social  
governance

# QUALITY POLICY



At Konica Minolta Business Solutions (UK) Limited, quality is the direct result of employee diligence & development, ensuring the availability of tested resources, aligned with our strategy and represents the trust our customers place in us. Our product improvements enhance the quality and marketability of our customers' end products and solutions. Through our reliability and consistency in the commitment of experienced employees 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.

## To support this, we commit to:

- 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
- Meeting applicable customer requirements
- Adapting 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 analysing and identifying actionable insight
- Ensuring our employees have the adequate training, knowledge and experience required to deliver in their roles
- Improving customer experience and loyalty through continual improvement processes
- Reviewing, developing, and managing effective relationships with subcontractors, suppliers, and partners
- 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 regularly review, and commit to this policy, and ensure all employees contribute to its implementation and ongoing success.

DocuSigned by:

*Rob Ferris*

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**Rob Ferris**

CEO

Konica Minolta Business Solutions (UK) Ltd



Revision 11, 08/05/2024

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Giving Shape to Ideas