

Quality Policy

Convergence (Group Networks) Limited incorporating AIT Partnership Group Ltd and LAN3 Ltd is dedicated to the provision of high-quality IT, network and communication products and services that consistently meet all applicable customer, contractual, legislative, regulatory and statutory requirements. We recognise the importance of building constructive relationships alongside best-in-class networks and our vision is to change people's digital experience for the better. We believe our customers should rely on connectivity, just like they rely on any other utility.

We are committed to ensuring the skills and resources are available to meet the requirements for delivering a quality service. It is a fundamental requirement of this approach to quality that each person receives appropriate training and direction and that they recognise and accept the company philosophy and their responsibility for the quality of their own activities.

Through the effective application of the quality system we will seek to address all aspects of customer satisfaction and expectations by the application of operational monitoring and the prevention of nonconformity. All operations will conform to and meet the requirements of EN ISO 9001:2015.

As a business, we are committed to continual improvement and to this end quality objectives are established and documented in our Quality Manual (QM01). Performance against the quality objectives is reviewed regularly as part of our ongoing management review process.

The company's directors, managers and all employees of the organisation are fully committed to implementing and maintaining this policy.

Signed:  Date: 30/01/2023

Neal Harrison
Managing Director