



HiddenCove

IMS Policy

Quality

Our Commitment

HiddenCove, as a specialist IT, network, security and communications consultancy, is dedicated to meeting the needs and expectations of our clients by the provision of a quality service which delivers effective solutions and provides exceptional value to the customer.

HiddenCove will meet this commitment through the implementation of a comprehensive ISO9001:2008 quality management system. We will:

Establish open, clear and measurable quality performance objectives and targets to ensure we continually supply our valued clients with products and services which are in conformity with, or above, their initial reasonable expectations;

Ensure compliance with all statutory obligations, standards, specifications and codes of practice relevant to the quality management of our services and products;

Provide sufficient and suitable resources to implement, maintain, monitor, review, audit and continually improve our Quality Management System and Policies to ensure consistency with the requirements of AS/NZS ISO 9001:2008 and the effectively delivery of our products and services;

Actively educate and train our people to continually improve their skills, awareness and knowledge of our quality expectations and practices;

Encourage the maintenance of clear and open communication with clients and all subcontractors and suppliers.

At HiddenCove, we believe every one of our customer should feel confident they can easily contact and communicate with us; know we will listen and understand their expectations; and we will actively respond with reliable quality solutions.

Date: 09.05.2017



Vivek Aiyer
Director