

Quality Policy

The objective of Douglas Stewart EDU Ltd is to develop relationships that make a positive difference to our customer's lives, providing quality products and great service that together deliver premium value to our customers.

To achieve this objective, the organisation will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

In particular, the organisation will:

- Establish measurable quality and business objectives that are consistent with the context and strategic direction of the organisation and address risks and opportunities associated with them.
- Ensure quality objectives help the organisation achieve customer requirements by:
 - Do the right thing and take responsibility for all our interactions.
 - Work together, across boundaries, to meet the needs of our customers.
 - Having a well-informed, skilled, dedicated, and friendly team.
 - Making available a comprehensive product selection to make the procurement process easy supporting an extensive list of vendors that is always growing.
 - To go above and beyond to make sure resellers and end users have the right solution.
- Monitor and measure the effectiveness of its business processes and objectives through management reviews and the internal audit process.
- Proactively seek feedback from customers on how well its products meet their requirements and set objectives for continual improvement.
- Analyse the causes of any complaint or problem and take appropriate action to prevent recurrence.
- Select and work closely with suppliers who enable the organisation to create and deliver a reliable performance.
- Recruit employees who are customer-focused and support them with appropriate training and systems to ensure their competence always meets the organisation's requirements.
- Provide a work environment that promotes the wellbeing of its employees and encourages positive teamwork.
- Encourage all employees to identify problems and make suggestions to improve all aspects of the organisation's products and business processes.
- Ensure that all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System.
- Ensure that the organisation complies with all necessary regulatory and legal requirements.

The continual improvement of the organisation's Quality Management System is fundamental to the success of its business and must be supported by all employees as an integral part of their daily work.

Signed on behalf of The Board of Directors:



Position: General Manager

Date: 30th April 2025