



Quality Policy

1. Policy Purpose

The purpose of this policy is to ensure that everyone at Widgit strives to adopt good practice and deliver high standards across all its operations. All staff members are required to comply with this policy when conducting day-to-day operational processes.

2. Policy Statement

Quality is an integral part of Widgit's business principles, with a focus on delivering a successful and professional service to its customers. It is the foundation of the business, and is fully embedded in its purpose and values. Quality is important to Widgit because it truly values its people.

Widgit's brand and products are trusted and chosen by many to fulfil their educational and personal needs. Every product, service and contact has helped shape the business, and it continues to comply with all relevant laws and regulations to ensure it constantly meets high standards of quality.

3. Main Goals

Widgit's main goal is to constantly improve the level of customer satisfaction. To achieve this goal, all staff members must understand and ensure the following principles are adhered to:

Customers

- Delivery of services to a high quality to ensure customer satisfaction.
- Thorough research of customer needs to ensure customer satisfaction.
- Swift response to customer needs, ensuring orders are processed in a timely manner.
- Long-term relationship building with every customer.
- Good working relationships maintained with every customer.
- Consistent working practices to efficiently manage processes, ensuring they are performed safely and effectively.
- Effective documentation of policies, procedures and processes to ensure company-wide visibility.
- Continuous monitoring and improvement of processes and services.
- Consistent implementation and achievement of quality objectives.

Staff

- Employment and retention of a skilled workforce who share Widgit's vision and values.
- Staff training to ensure they have the relevant skills to fulfil their duties and responsibilities.
- Consistent staff engagement and feedback to help identify opportunities for improvement.
- A safe working environment provided for all.

Partners

- Selection of reliable and competent partners who share our commitment to customer satisfaction.
- Maintain close relationships with key suppliers for mutual benefit.
- Working closely with partners who align with our values, helping us to maintain our company culture.
- Working with partners who help us drive efficient business processes, continual improvement and innovation as a tech for good organisation.

4. Policy Review

This policy will be reviewed every **3 years**, or sooner if changes in legislation occur or new best practice evidence becomes available.

Document Control	
Version Number	v 1.2
Date Ratified	29 November 2021
Date Issued	25 July 2024
Next Review Date	25 July 2027