



Quality Policy

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Version History

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1 Scope of policy

This policy applies to:

- the UK office of Open eLMS Ltd;
- all homeworking locations in UK, Latvia, India and Bulgaria.

It applies to paid staff and volunteers and any furloughed staff undergoing training.

2 Purpose of Policy

This establishes guidance on the quality standards in operation at Open eLMS Ltd. and processes involved in adhering to the company's ISO 9001 certification.

3 To whom this Applies

This policy applies to all employees and any subcontractors employed by Open eLMS.

4 Quality Statement

Open eLMS aims to deliver innovative, defect free learning products via its Open eLMS suite of products and services systems (collectively known as 'Open eLMS'). It is the company's aim to deliver these on-time and to our clients' requirements. The service during the running and decommissioning of the Open eLMS products and services will similarly strive to meet and exceed the service levels set up in the company's license agreements.

Meeting this challenge involves everyone striving to continually improve the end-product. Through a process of good management and quality awareness within the company the service is delivered following these principles:

- Open eLMS is customised with in-built configuration to meet client needs.
- All employees are encouraged to innovate, offering creative ideas for continuous improvement for a constant evolving technology.
- All employees understand the QMS which defines behavior in terms of quality of service, goals and financial resources available to meet those goals.
- The QMS is regularly reviewed in order to ensure efficiency and continuous improvement are

implemented.

- Comply with legislative requirements which require product/system redesign (e.g. SMCR).
- Provide a stimulating and pleasant environment that fosters an inclusive and cohesive company ethos.
- Provide adequate training (particularly in Quality Management Systems) via the company's Learning Management System.
- Keep good relationships with our suppliers as important partners for our company. All suppliers are paid immediately upon receipt of invoices.