

Quality policy

twl voice and data Ltd (twl) is a telecommunications company, providing telephone, line and call solutions to businesses.

It is the policy of the company to operate its business in a manner that consistently meets or exceeds the quality standards by our stakeholders, our customers and our suppliers. The company is committed to continuously improving the quality of its operations and the services provided by the company.

Service quality is a customer determination and as such the company will strive to

- identify the changing needs and expectations of our customers
- maintain processes and procedures which ensure that these changes are accommodated
- provide services that are appropriate to the customer's needs which are delivered on time
- provide an employment environment where continuous improvement is encouraged
- train all staff and contractors to act in accordance with the requirements of this policy.

The company will be working towards achieving the appropriate quality system accreditation (eg ISO 9001) over the coming year.

Andrew Nicholson
Managing Director

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