

Quality Policy

Madison Technologies (Madison) is an importer, manufacturer and distributor of telecommunications, data cabling products and networking systems to Industrial, Commercial and Government clients. Madison employs practices and procedures embedded in our day to day business operations to ensure customer satisfaction.

To this end, it is our policy to:

- Comply with all local laws and relevant standards, including ISO 9001:2015
- Commit to a systematic and disciplined approach by all employees in all activities associated with customer interaction
- Improve employees, suppliers and customers awareness of our quality policy
- Set objectives and targets to continually improve
- Establish programs to achieve agreed quality objectives and targets
- Deal openly with our clients, colleagues and suppliers to ensure positive relationships.

Quality Activities

To achieve the Quality Policy, Madison Technologies will:

- Provide our staff with appropriate training and development, empowering staff to realise their full potential
- Ensure the highest quality of technology and service which is upgraded on an ongoing basis
- Commit to the achievement of higher standards of customer satisfaction consistent with professional standards and ethics as defined by the professional bodies associated with the telecommunications industry
- Maintain staff involvement to drive continuous improvement
- Continuous management review to ensure the system remains relevant
- Adopt a clear approach in the pursuit of all quality objectives.

ISO 9001 Certification

To formalise our commitment, Madison Technologies has a certified Quality Management System to ISO 9001:2015.



Managing Director

16/4/18

Date