

## Quality of Service and Customer Satisfaction Policy

Version 1.0

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## Document Control and Change History

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Version	Date	Amendment/Change	Authors (Role)	Approver (Role)
1.0	12th March, 2025	<ul style="list-style-type: none"> <li>Initial Document</li> </ul>	Ato Nimoh-Brema	James Clark (CEO)

## **QUALITY OF SERVICE AND CUSTOMER SATISFACTION POLICY**

### **Commitment to Quality**

Apogee Corporation is committed to delivering high-quality Managed Workplace Services that enhances productivity, security, and efficiency for our customers. Our dedication to continuous improvement ensures that our solutions remain innovative, reliable, and aligned with evolving technological and business needs.

### **Customer Focus and Satisfaction**

We prioritise customer satisfaction by:

- Understanding and exceeding customer expectations
- Providing proactive support, rapid issue resolution, and seamless service delivery
- Regularly gathering customer feedback to drive improvements

### **Compliance and Continuous Improvement**

We operate within a Quality Management System (QMS) framework that adheres to ISO 9001 principles, ensuring:

- Compliance with all relevant legal, regulatory and contractual requirements
- Ongoing monitoring and measurement of service performance against Service Level Agreements (SLAs) and Key Performance Indicators (KPIs).

### **Employee Responsibility and Competence**

Our team is our strength. We ensure:

- All employees are trained in quality standards, customer service best practices, and emerging technologies.
- A culture of accountability, where every team member is responsible for service excellence
- Leadership to foster an environment of open communication and collaboration.

### **Service Reliability and Security**

We are committed to:

- Maintaining high service uptime and performance through robust monitoring and proactive maintenance.
- Implementing best-in-class cybersecurity and data protection measures to safeguard customer information and assets.

## QUALITY OF SERVICE AND CUSTOMER SATISFACTION POLICY

- Continuously optimising our information technology service management processes for efficiency and scalability

### Partner and Supplier Management

We collaborate with trusted technology vendors and service providers to ensure high-quality solutions. All third-party partners are assessed and held to the same quality and security standards as our own operations.

### Review and Accountability

This policy is reviewed annually by senior management to ensure alignment with business objectives, industry best practices, and customer expectations. We engage all stakeholders – customers, employees, and partners – in refining our approach to quality services and customer satisfaction.

By adhering to this policy Apogee Corporation Limited reaffirms its dedication to delivering best-in-class Managed Workplace Services, fostering long-term customer relationships, and upholding the highest standards in the tech industry.

Signed

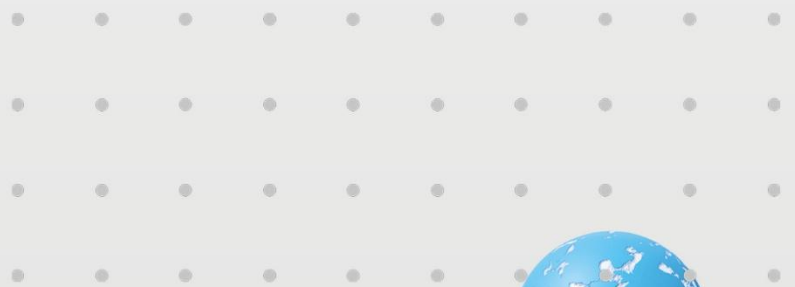


**Name: James Clark**

Role: CEO

**Apogee Corporation Limited**

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