



Quality Policy

XMA's Quality Management System, certified to BS EN ISO 9001:2015, covers the delivery, deployment and management of IT solutions, support and services.

The strategic direction of XMA has been established by the Executive Board who have developed a plan to deliver the business goals measured through 7 key areas. Each area has a set of key performance indicators which provide a framework for setting quality objectives for each Business Unit within XMA.

These goals are underpinned by 5 Values which provide the basis for XMA to build on an eXcellent culture and prioritize our customers to exceed expectations and satisfy the obligations and applicable requirements of all interested parties.



XMA's objectives, strategy and KPIs are cascaded to all employees. The Policy and Values are communicated throughout the organization and is available for all interested parties. XMA have an ethos of eXcellent, but not enough and commit to continually improve all areas of the organisation.

DocuSigned by:

Tony Taylor
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Tony Taylor

Chief Financial Officer on behalf of XMA Limited

Date: 8TH April 2024