

QA5 Quality Policy

Amplicon Liveline Ltd is an international business with over 40 years experience providing the marketplace with a wide range of advanced computer-based measurement and automation systems that can be customised, networked and bundled for easy integration, backed by a technically competent workforce with a highly developed engineering capability and a state of the art EMC test facility. We supply Industrial Computing, Data Communications, Measurement & Control, and Engineering Services to systems integrators, OEMs and manufacturers around the world. Amplicon Liveline Ltd is based in Brighton, United Kingdom and employs 30 number of people.

At Amplicon we value our customers by constantly ensuring that quality is a priority throughout the business. We strive to provide our customers with products and services which meet and even exceed their expectations.

We are committed to continual improvement and have established a Quality Management System which provides a framework for measuring and improving our performance. The quality requirements of our business comply with those of ISO9001, including the commitment to satisfy all external regulatory and internal compliance requirements.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continual improvement throughout our business:

- Regular gathering and monitoring of customer feedback
- A customer complaints procedure
- ISO 9001, CE, RoHS, WEEE and REACH compliance
- Selection and performance monitoring of suppliers against set criteria
- Training and development for our employees
- Robust processes and procedures established to ensure continual improvement and customer satisfaction
- Regular audit of our internal processes
- Measurable quality objectives which reflect our business objectives
- Management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly and held in our Quality Management System which is made available to all employees.

This policy is posted on the Amplicon Notice Board, website and can also be found in the staff handbook.

Although the Quality Manager has ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole company.

CEO
Gina Citroni

Quality Assurance
Andrew Pook

Signature:



Date:

19/08/20

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Date	Description	Issue	By
04/04/19	Quality Policy created. Approved by GC on the 09/04/19	1	TH
09/09/19	'The quality requirements of our business comply with those of ISO9001, including the commitment to satisfy all external regulatory and internal compliance requirements.' Added to the policy Continuous replaced by continual throughout the document	2	TH
16/09/19	The number of employees was increased to 36 from 32. Policy updated	3	TH
19/09/19	Quality Policy updated to the new letterhead	4	TH
19/08/20	Removed TH added AP	5	AP