

Quality Policy



Sonic Communications (INT) Ltd is a customer focused organisation totally committed to provide and maintain an exceptionally high standard of quality and consistency in production whilst offering our customers the very best in value and post-production service.

Over the years Sonic have established a reputation at home and abroad for providing high quality specialised audio and video communications equipment.

Our Organisation Goals:

- To continuously develop our technology and excel in everything we do by embracing the need for innovation, growth and added value.
- To continually comply with the requirements of BS EN ISO 9001:2008 and improve the effectiveness of our Quality Management System with regular reviews to assess its effectiveness ensuring that management, technical and production personnel are fully conversant with the company's objectives.
- To provide optimum customer satisfaction ensuring that our products and services fully meet the requirements and expectations of our customers and to deal with customer concerns efficiently and effectively. To meet customer requirements and strive to exceed their expectations.
- To actively encourage employees' motivation for quality, change and improvement.

We believe in continuous improvement and to this end we have set key performance indicators against which we monitor our performance. The results of the performance indicators are discussed at regular Management Review meetings.

The Quality Policy, which is reviewed for continuing suitability at management reviews, has the unqualified support of the board of directors who are responsible for applying the principles behind it ensuring that it is communicated, understood and implemented within the company.

"Quality with Professionalism" is our working mandate.

Signed:

A handwritten signature in black ink, appearing to read "Neil Barker", written over a white circular background.

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Mr Neil Barker
MANAGING DIRECTOR

