4. Context of the Organisation

General Requirements

Matic Media Services Limited is dedicated to achieving and maintaining high quality standards in satisfying the agreed requirements of its customers. The Quality Management System provided objective evidence that the Company's products and services conform to its quality requirements.

Matic Media Services Limited has established and will:-

- determine the processes needed for the Quality Management System and their application throughout the organisation
- The compatibility of the design, the production processes, inspection and documented test procedures and necessary documentation monitor, measure where applicable, and analyse these processes.
- The identification of suitable verification at appropriate stages of realisation of the product.
- The clarification of standards of acceptability of all requirements, including those which contain a subject element.
- The identification and preparation of quality records
- An "outsourced process" is a process that the organisation needs for its quality management system and which the organisation chooses to have performed by an external party.
- Ensuring control over outsourced processes does not absolve the organisation of the responsibility of conformity to all customer, statutory and regulatory requirements.

General

Matic Media Services Limited has established a documented Quality Management System and maintained this Quality Management System as a means of ensuring that its effectiveness conforms to specified requirements.. This Quality Manual defines the details and methods whereby the policy and objectives have been prepared to cover the requirements of the documents as applied to company activities. This manual is held and edited digitally at

https://manual.maticmedia.co.uk/.

The Company is dedicated to achieving and maintaining high quality standards in satisfying the agreed requirements of its customers. This Quality Management System provides objective evidence that the Company’s products and services conforms to its customer s quality requirements.

The policies and the guidelines contained in this Manual demonstrate management commitment to quality management as a basic principle. Continuous compliance with the Quality Management System is required of all employees.

The responsibility for the administration and day to day management of the Quality System is delegated to the Quality Facilitator

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