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Quality Policy

From business and government organisations to healthcare and educational institutions, Insight empowers clients with intelligent technology solutions to realise their goals. As a Fortune 500-ranked global provider of hardware, software, cloud and service solutions, our 5,400 global teammates provide clients the guidance and expertise needed to select, implement and manage complex technology solutions to drive business outcomes. Through our world-class people, partnerships, services and delivery solutions, we help businesses run smarter.

The application of a Quality Management System involves the management of business processes to **achieve maximum client satisfaction at an efficient overall cost while maintaining a clear focus on continuous improvement**. Insight's purpose: **We build meaningful connections to help businesses run smarter**, in addition to its core company values, ensures that quality assurance is intrinsic to the organisational culture.

Insight is committed to maintaining a Quality Management System that meets the requirements of ISO 9001 and is committed to satisfying applicable legal requirements. Insight facilitates measurable, effective results in all its business activities.

Understanding and solving clients' real business problems through technology. Our Quality Management framework is incorporated into the day-to-day running of Insight's business and is underpinned by a robust Quality Assurance structure.

Continuous improvement is a fundamental quality management principle under the ISO 9001 framework and is a permanent objective of Insight. Insight aims to achieve this through close monitoring and measurement of Key Performance Indicators (KPI's), core business metrics, Service Level Agreement (SLA) compliance and other business reporting methods. This enables Insight to maintain its position at the forefront of the IT reseller marketplace.

Optimising technology investments over time, focusing on exceeding client expectations through established best practice methodologies and tailoring business operations to meet clients' bespoke requirements. Building meaningful connections, Insight forges alliances with the world's leading IT manufacturers to create best of breed offerings for clients. In a drive for operational excellence, Insight constantly assesses and understands how new technology can improve performance and enhance the client experience.

Insight supports a corporate culture in which teammates are provided with a safe and rewarding environment to build a career. Insight believes that people are its most valuable asset and strives to ensure the best people are attracted and retained by supplying world-class facilities, professional training and qualifications underpinned by fair employment practices. In addition we provide comprehensive career structures to reward performance across all disciplines. Our values: **Hunger, Heart and Harmony** govern how we behave and make decisions.

Insight strives to act with Integrity in all its business operations and this is championed at every level within the organisation. Insight teammates are given the responsibility and autonomy from an early stage to build and enhance clients' perception of Insight as a Trusted Advisor for all their technology requirements. This ensures continual enhancement of the client experience as the business and technological climate, in which Insight operates, evolves.

Emma deSousa
President EMEA