



TL 9000 EXPERTS

## **BIZPHYX QUALITY POLICY©**

### **I. STATEMENT OF POLICY**

Our policy is to satisfy our customers each and every time and to strive to continually improve our services.

### **II. COMPANY VISION**

To build long-term customer relationships through integrity, open communication, and products/services that meet customer expectations.

### **III. COMPANY MISSION**

Our mission is to help our customers *improve profitability* using quality management optimization techniques that include TL 9000 implementation and auditing services, process improvement, business continuity/disaster recovery planning, and specialized training.

### **IV. COMPANY QUALITY OBJECTIVES**

- We will review the Quality Management System regularly to ensure its positive effect on conformance to requirements and continual improvement.
- We will establish and document our key service delivery processes and quality objectives.
- We will monitor and measure our performance against the quality objectives and strive for continual improvement.
- We will communicate with our customers, employees, and interested parties, and seek their input.
- We will strive to improve customer satisfaction in measurable, meaningful ways using input from major customers.

### **SIGNED AND AFFIRMED:**

**Sue Clancy, President and CEO**  
**12/1/05**