

# Quality Policy

Document Version 6.0

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## Identification

File Name	Owner
Quality Policy	Quality Manager

## Preparation & version tracking

Version	Title	Date	Action/comment
2.0	Information Security Manager	07/09/2021	Document reformatted and renumbered to bring it into line with the numbering convention of the Document Index.
3.0	Head of Compliance	19/08/2022	Re-templated into Kocho template; Annual review of contents: → Minor edits/re-ordering to improve clarity.
3.1	Head of Compliance	07/12/2022	Document classification updated
4.0	Head of Compliance	08/08/2023	Annual review: No updates required
5.0	Head of Sustainability & Compliance	05/08/2024	Annual review: Minor amendments to Sections 1 & 2 for clarity
6.0	Head of Governance & Sustainability	20/08/2025	Annual review: References to Compliance Team changed to Governance Team

## Reviewers/Authorisers

Title	Reviewer/Authoriser	Date	Date of Next Review
Global Operations Director	Authoriser	20/08/2025	August 2026



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# 1 Quality Policy Statement

Kocho believe that one of the main factors within the success of our business lies in fully understanding the requirements of our customers and implementing policies and processes to meet those requirements. This is achieved by the implementation and maintenance of a framework of policies, processes and records supported and managed by the Kocho management team.

This Quality Policy commits Kocho to the operation and maintenance of a Quality Management System (QMS) meeting the requirements of ISO 9001:2015.

The Quality Policy is based on the following:

- Fully understanding our customers' requirements and meeting them at all times.
- The establishment of a framework of policies, processes and records to plan and implement the objectives to meet the requirements of our customers and continually improve the efficiency and effectiveness of the organisation.
- Monitoring our processes and activities to detect errors and potential errors and then take action to eliminate them.
- Ensuring that employees have the competencies and understanding to meet the requirements of our customers at all times.
- Continually improving our services and processes to the benefit of all of our customers.
- Carrying regular management reviews of QMS effectiveness and the quality objectives that support it. Success in achieving objectives will be the responsibility of the management team.

The Quality Policy principles and objectives are communicated and available to employees at all times. A copy of this Quality Policy is stored on the Kocho intranet where it is accessible by all employees.

The performance of the QMS is reviewed every six months in a formal management review and supported by a programme of internal audit. The policies and processes are each subject to an annual review in line with the document review schedule.

## 2 Responsibilities

To ensure that the Policy is successfully implemented, employees will be responsible for identifying customer requirements and ensuring that the correct processes are followed to meet those requirements.

The management team shall ensure that all employees understand and fully implement the company policies and objectives and are able to perform their duties effectively through on-going training and development programmes.

All employees employed by or working on behalf of Kocho have the responsibility for the quality of their own work.

All members of the management team have the responsibility to support and guide employees in the use of the QMS and for the effective operation of their respective departments or areas.



The Governance Team has overall responsibility for the QMS, working with key areas of the business. Their responsibilities are:

- Management of the QMS;
- Set business objectives relating to quality;
- Meet all requirements;
- Management of quality service improvements throughout the business.

### 3 Measurement and Improvement

The following areas are defined and measured at Kocho:

- Customer satisfaction;
- Policy & Strategy;
- Processes;
- Performance results;
- People & Management.

Kocho is committed to continuous service improvement and has followed industry best practice to gain suggestions which may be of benefit to functions and departments. This includes improvements to client working practices, systems or the working environment.

Examples of improvements include (but are not limited to):

- Changes to working practices/processes;
- Enhancements to internal systems;
- Adapting new client requirements to service delivery.

## About Kocho

At Kocho, we believe greatness lies in everyone.

That's why we exist, to help ambitious companies realise their potential.

By combining the power of Microsoft cloud technology with world-class identity, cyber security and our team of talented people, we take our clients on a journey of secure cloud transformation.

And we're with you every step of the way. Because the path to greatness isn't walked alone. We help you adopt and embrace the right technology solutions at the right time.

The result? Sustainable and secure growth that amplifies your business success.

Kocho. Become Greater.

**Kocho** 

 Microsoft  
Solutions partner

Think  
greater.




Better  
together.



Do what's  
right.



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