



# Quality Policy

Hubken Group Ltd was established in 2004 to provide quality e-learning solutions.

We have a high level of repeat business, and always try to exceed customer expectation by providing products and services that fully conforms with our customer requirements. We are committed to the requirements of ISO 9001 and to the continual improvement of our quality management system.

To meet our objectives Hubken Group Ltd will:

- Ensure that it meets the needs and requirements of the customers and will seek to continually improve our service.
- Strive to improve and enhance its performance by setting objectives and targets, which are continually reviewed to ensure they are understood, acted upon and met.
- Provide training, support, resources and encouragement to all employees to ensure they realise their full potential in meeting the quality policy and its objectives.
- Meet statutory and regulatory requirements that apply to products, processes, services and activities.
- Establish partnerships with suppliers and interested parties and will continually develop the partnerships to provide an improved service.
- Provide a framework for setting Quality objectives and conducting management review.

This Policy will be communicated throughout the organisation and to all interested parties. It will be reviewed periodically to ensure the continuing success of Hubken Group Ltd.