



## LAW IMAGE QUALITY POLICY POL001

Version	8
Approved by	Director
Created by	Phil Watson
Effective date	August 2018
Modified date	September 2022

Law Image is a leading national innovative information management company specialising in the legal industry. At Law Image, we consider quality a prime performance metric. Law Image is ISO 9001:2015 Quality Management Standard certified, and our processes comply with the outlined ISO standards.

Law Image's quality standards are on par with industry best practices. We aim to continually improve the service we provide to meet our customers' requirements and to produce finished work that we can justifiably be proud of by setting the following strategic objectives:

- Achieve and increase customer satisfaction via reliably and predictably delivering jobs with consistent quality.
- Continual improvement of processes.
- Develop the skills and knowledge of our employees through ongoing training and professional development to enable them to reach their full potential.
- Continually improve the quality of our product and the performance of our production team.

We aim to achieve the above by implementing a quality management system (QMS) that complies with the ISO 9001:2015 Quality Management Standard and by documenting and reviewing the achievement of measurable objectives in relation to the above via our Strategies and Objectives Register and regular QMS management reviews. Our quality management system also includes a commitment to meet the requirements of our customers, as well as legal and regulatory requirements, and to continual improvement of the system and helping to ensure it remains effective.

The policy, organisation and procedures necessary to achieve the required outcomes are described in our Quality Management System.

We firmly believe that only by providing outstanding service and product quality will we achieve our aim of long-term success and sustained improvements. Through these guiding principles, everyone at Law Image is accountable for fully satisfying our customers by meeting or exceeding their needs and expectations with workable solutions and services. Our goal is 100% customer satisfaction 100% of the time.

**Mik Sharma**  
Director

Date: 19/11/2020

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