



# ISO 9001:2015 Quality Policy

The continuing Policy of Zoonou Limited is to provide professional, high quality and efficient software and digital testing services to ensure the satisfaction of the requirements of our clients. The Board of Directors is committed to ensuring that our services provide our clients with the support they require to deliver high quality digital products to their customers and users.

In recognition of its responsibility for managing quality within the company, the Board of Directors & Senior Team Members at Zoonou Limited has established a Quality Management System which complies with the requirements of ISO 9001: 2015.

The Board of Directors & Senior Team Members will show leadership and commitment, and bear the responsibility for establishing, implementing, integrating and maintaining the Quality Management System by leading on the following:

- Maintaining a system that recognises the needs and requirements of our clients and committing to deliver services that satisfy these.
- Ensuring the appropriate resources are available and infrastructure is in place to effectively deliver all services and processes, including people, IT, tools, documentation and test environments.
- Every employee is responsible for and will be trained to perform the duties required by their specific role.
- Through direction and support, each employee will have an understanding of the importance of the Quality Management System, their responsibility to contribute to its effectiveness, and its direct relevance to the success of the organisation.
- Provide a framework for setting quality objectives for the delivery of test and QA services to our clients.
- Monitoring, measuring and reviewing the performance of the Quality Management System and its associated processes based on our quality objectives.
- Commit to continual improvement of the Quality Management System, based on assessment of reviews, audits, client feedback and valued input from the wider Zoonou team.

It is Zoonou Limited's intent to continue to improve the effectiveness of the Quality Management System and satisfy all requirements relevant to the organisation.

This Quality Policy is reviewed annually, as part of Zoonou's quality management review programme, or as required to recognise the changing needs and expectations of relevant interested parties.

This Quality Policy is made available to all members of the Zoonou team as well as interested parties, clients and customers.

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Zoonou Limited is a company registered in England & Wales. Company No. 5966654. VAT registration: GB 901 9072 46  
Registered address: Suite 1, The Workshop, 10-12 St Leonards Road, Eastbourne, East Sussex, BN21 3UH, United Kingdom  
[www.zoonou.com](http://www.zoonou.com) | [info@zoonou.com](mailto:info@zoonou.com) | +44 (0)1323 433 700