

The background of the page is a photograph of a server room. The server racks are illuminated with blue and purple light, and there are bright, diagonal light trails across the lower half of the image, suggesting motion or data flow. The text is overlaid on this background.

OCTAWEB

Quality Assurance Policy

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Policy Summary

OctaWeb is committed to providing high-quality services and products to its clients.

This Quality Assurance (QA) policy outlines our dedication to excellence and our continuous improvement approach to meet and exceed customer expectations.

1.0 - Introduction

OctaWeb is committed to providing high-quality services and products to its clients. This Quality Assurance (QA) policy outlines our dedication to excellence and our continuous improvement approach to meet and exceed customer expectations.

2.0 – Quality Objectives

- Our primary quality objectives are to:
- Deliver products and services that meet customer requirements and expectations.
- Ensure all processes are efficient, consistent, and continuously improved.
- Maintain a high level of customer satisfaction through timely delivery and responsiveness.
- Encourage a culture of quality awareness and personal responsibility.

3.0 - Scope

This policy applies to all employees, departments, and processes within OctaWeb. It encompasses all activities from product design, development, and delivery to customer support and feedback.

4.0 – Roles and Responsibilities

4.1 – Management

- Ensure the QA policy is effectively implemented and maintained.
- Provide the necessary resources for achieving quality objectives.
- Foster an environment that promotes quality awareness and continuous improvement.

4.2 – Employees and Partners

- Adhere to the QA policy and procedures.
- Take personal responsibility for the quality of their work.
- Participate in training and development programs.
- Identify and report any quality issues or non-conformances.

5.0 – Quality Assurance Processes

5.1 – Design and Development

- Conduct thorough requirements analysis and documentation.
- Perform risk assessments and mitigation planning.
- Implement rigorous testing and validation procedures.

5.2 – Production & Service Delivery

- Follow standardized processes and procedures.
- Conduct regular inspections and quality checks.
- Ensure products and services comply with all applicable standards and regulations.

5.3 – Customer Feedback and Support

- Actively seek and analyse customer feedback.
- Address customer complaints and issues promptly.
- Implement corrective and preventive actions based on feedback

6.0 – Continuous Improvement

6.1 – OctaWeb are dedicated to the continuous improvement of its processes and products. We will:

- Conduct regular internal audits and reviews.
- Monitor key performance indicators.
- Identify areas for improvement and implement changes.
- Foster a culture of innovation and quality excellence.

7.0 – Compliance

We will comply with all relevant legal, regulatory, and industry standards. Regular reviews will be conducted to ensure ongoing compliance.

8.0 – Documentation and Records

All quality-related documents and records will be maintained and updated as required. This includes quality manuals, procedures, and records of inspections and audits.

9.0 – Review and Revision

This QA policy will be reviewed annually and revised as necessary to ensure its continued relevance and effectiveness.