

Quality Policy and Objectives 2023-2024

Quality Policy

Impulse Embedded combines **industry insight** with **technology know-how** to design, build and supply outstanding computing, control and communication solutions for demanding environments.

We commit at all levels of our business to satisfy our customers and other interested parties' requirements by:

- Providing quality assured products and systems which meet customers' needs and applicable regulatory and legislative requirements whether sourced or manufactured by Impulse Embedded.
- Providing excellent customer focus and service through all interactions with our clients to ensure we fully understand their needs and expectations.
- Handling, storing, protecting, and transporting products to meet the needs of the end user.
- Providing products and services in a timely manner complying with the needs of the customers wherever possible.
- Providing all our employees with the necessary skills, knowledge, information, and business systems to enable customer requirements to be communicated, understood and delivered.

We commit to continually review and improve our Quality Management System which will be defined and communicated to all interested parties.

Our business objectives and key results will be recorded in Viva Goals and will be used to establish and review measurable quality and business objectives for the improvement and growth of the business and track progress to our Quality Policy.

Top level objectives and key results for 2023-2024

- Be a complete technology partner to our customers.
- Build our brand to be synonymous with quality, service, engineering and sustainability.
- Create the very best work environment for our team.
- Maintain a robust, financially stable and profitable business.
- Build the best quality systems in the industry with flawless customer experience.



Craig Stone – Chief Executive Officer