

Statement of Intent

CSS-QM-BB-MP-110909 v1.0 'Statement of Intent'.docx

Document version	1.0
Preceding document	CT-QM-BB-MP-100726 v1.2 'Statement of Intent'
Date	Sept 9, 2011
Expiry date	Sept 9, 2012
Document owner and process owner	General Manager, Otto van Linden

1. Introduction

CyberTech is a specialist in the development and production of software and hardware solutions for recording, managing, reproducing, analysing and evaluating multi-media communications. We do this in a creative, innovative and unconventional way.

CyberTech has grown in strength as a result of building a close-knit team of highly skilled and motivated employees, all of whom are committed to meeting the needs of customers.



2. Statement of intent

Quality and service are of primary importance to CyberTech. Quality is driven throughout the organisation, from Product Development to After Sales Service. CyberTech delivers “standard products” and also customizes solutions based on close cooperation with clients. CyberTech supports the client until everything operates as agreed with the client.

CyberTech is an organisation that always strives for continuity, transparency and satisfied clients and seeks feedback from clients and other stakeholders. To be able to achieve this CyberTech creates a pleasant working environment for its staff so that their enthusiasm and the energy that is generated are spent on attending to client and business processes. All of this takes place within the CyberTech business system, in which frameworks are created for all critical business processes. Processes are specified and implemented so that CyberTech can guarantee a consistent, high-quality and flexible service. Furthermore, this business system complies with the relevant legislation and regulations, with the requirements of NEN-EN-ISO 9001:2008 and NEN-EN-ISO 14001:2004 so that the operation of this system can be validated and verified by independent parties.

CyberTech strives for sustainable care for the environment and aims to limit harmful impact on the environment as far as possible. This starts with the creation of awareness among staff and continues with research into sustainable production methods that are beneficial for both staff and the environment. During the annual Management Review performance with regards to the environment is evaluated, after which new targets are formulated in order to keep performance of the organisation focused and to improve this.

An important aspect of the business system is that there is a continuous, systematic strive for improvements in relation to quality in both the processes and the products. These improvements can be initiated by and/or as a result of evaluations with clients, personal staff initiatives, good internal consultation structure and periodic internal audits.

The executive board of CyberTech is responsible for the organisation, implementation and monitoring of the business system. Once per year it formulates targets that are focused on the continuity of the organisation, the quality of the service and the client satisfaction. These targets are elaborated, complied with, and where necessary, adapted. In addition, it takes all measures that are necessary for the implementation of the policy and for ensuring that this policy is understood, endorsed and disseminated by all staff.

Each member of staff is responsible for fulfilling his or her agreements as laid down in the business system. The management of the business system is delegated to the Quality Manager. He is responsible for maintaining the business system, the internal audits and for reporting to the management team.

On behalf of CyberTech,

Otto van Linden
General Manager



Alkmaar, The Netherlands

2011, September 9

Sept 2011

© 2011 All rights reserved. This document is not intended to be used as a commercial document nor as a user manual. Nothing of this document may be duplicated and/or made public by means of print, photocopy, microfilm or any other means without prior written consent of CyberTech B.V., The Netherlands.