



# tmt id

## Quality Policy



©2024 TMT Analysis

[info@tmtid.com](mailto:info@tmtid.com)

+442071935161

33 Queen St, London, EC4R 1BR



## Contents

1. Our Commitment to Excellence.....	3
2. Our Quality Management Approach.....	3
3. Key Principles.....	3
3.1. Customer-Centric Approach.....	3
3.2. Continuous Improvement.....	3
3.3. Data Integrity and Accuracy.....	4
4. Compliance.....	4
5. Team Excellence.....	4
6. Measuring and Ensuring Quality.....	4
7. Quality Management Responsibility.....	4

<b>Approved By</b>	Lucian Gheorghe	<b>Date</b>	10/03/2025
<b>Responsibility</b>	Security & Compliance Manager		
<b>Distribution</b>	All Staff and Contractors		
<b>Classification</b>	External / Public		
<b>Description</b>	This Quality Policy defines our ISO 9001-aligned approach to delivering excellence in our services and products. It outlines our commitment to customer satisfaction, continuous improvement, data integrity, and regulatory compliance through clearly defined quality management processes and responsibilities.		
<b>Reviewed by</b>	Lucian Gheorghe		
<b>Next Review Date</b>	10/03/2026		

Revision log			
Version	Date	Author	Description
1.0	10/03/2025	Mihai Darie	Public version



## 1. Our Commitment to Excellence

At TMT ID we are committed to ensuring that our customers' requirements are fully satisfied in an effective and efficient manner. We have developed a comprehensive management system that covers all areas of our activities to deliver high-quality service, including:

- Provision of APIs specific to each product.
- Product and Service Development for both internal and external purposes
- Technical & Operational Support
- Continuous enhancement of our operational capabilities through staff development

## 2. Our Quality Management Approach

The Directors, Management, and Staff are responsible for Quality Control through our Quality Management System, which meets or exceeds ISO 9001 requirements. We implement this system through a combination of clear policies, measurable objectives, advanced computerized systems, comprehensive documentation, high performance standards, and the expertise of our competent personnel.

## 3. Key Principles

### 3.1. Customer-Centric Approach

We prioritize our customers' needs and expectations, actively listening to their feedback and understanding their requirements to ensure our products and services provide the highest value and reliability. We are committed to:

- Maintaining positive customer satisfaction ratings
- Achieving low mean time to repair (MTTR)
- Ensuring high overall services uptime

### 3.2. Continuous Improvement

Quality is an ongoing journey. We continuously assess and enhance our processes, technologies, and skills to stay at the forefront of our industry. Our commitment to improvement drives innovation and efficiency, supported by regular risk assessments and proactive mitigation strategies.



### 3.3. Data Integrity and Accuracy

In our field of mobile numbering and device intelligence, data integrity and accuracy are paramount. We maintain rigorous data quality control measures to provide our customers with the most reliable and precise information available.

## 4. Compliance

We adhere to all applicable laws, regulations, and industry standards related to data privacy, security, and ethical practices. Our compliance measures include:

- Regular GDPR training
- Ongoing Cyber Security training
- Strict adherence to relevant industry standards and regulations

## 5. Team Excellence

Our people are our most valuable asset. We invest in their development and well-being through skills matrices, training programs, and specialized professional development opportunities tailored to their respective departments.

## 6. Measuring and Ensuring Quality

To fulfill our quality commitment, we:

- Regularly monitor key performance indicators
- Conduct thorough audits and assessments
- Foster a culture of accountability
- Collaborate with customers to gather feedback
- Review our Quality Policy regularly to ensure alignment with business goals

## 7. Quality Management Responsibility

Our quality management system involves every level of our organization, from Executive Leadership to individual team members. Each role has clearly defined quality responsibilities, ensuring a cohesive approach to delivering excellence across all departments and functions.

We are dedicated to providing products and services that consistently meet or exceed our customers' expectations through our unwavering commitment to quality.