

Quality Policy Statement

Marten Walsh Cherer Ltd is dedicated to providing superior transcription and reporting services tailored specifically for the legal and professional sectors. Our core mission is to uphold the highest standards of quality in every project we undertake, ensuring our clients receive exceptional service and dependable results.

The company is unwavering in its goal to consistently meet and exceed customer requirements, as well as all applicable statutory and regulatory obligations. We are committed to the continual improvement of our Quality Management System's effectiveness, which is rigorously maintained in accordance with the internationally recognised ISO 9001:2015 standard.

Our commitments to quality are demonstrated through several key pillars:

- **Accuracy and Timeliness:** We are dedicated to delivering meticulously accurate, reliable, and timely transcription services, ensuring that deadlines are met without compromising the integrity of the final product.
- **Confidentiality and Security:** We uphold the strictest standards of confidentiality and implement robust security measures for the secure handling of all sensitive client information and data.
- **Performance Monitoring:** We actively monitor our service performance by setting and tracking measurable quality objectives, allowing us to maintain a consistent standard of excellence and identify areas for enhancement.
- **Process Improvement:** We are focused on continually improving our internal processes through comprehensive risk management strategies, regular internal and external audits, and thorough management reviews.
- **Staff Competence:** We ensure all our staff members are highly competent, thoroughly trained, and fully aware of their roles and responsibilities concerning our quality requirements and objectives, fostering a culture of quality throughout the organisation.

Signed By: Aryeh Bak
Position: Chief Executive Officer
Date: 16/04/2025
Next review date: 15/04/2026