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Quality Policy

QUICK REFERENCE GUIDE
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Document Control

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Quality Policy

Founded in 2011, 3EN Group Ltd has been helping businesses all over the world regain control of their IT and Software Systems. We solve business efficiency problems through cloud technology, aiming to provide sustainable growth and success for our clients worldwide. 3EN is home to EMEA's most certified team of NetSuite experts.

Our strategic direction is to ensure stability regarding organizational growth, by creating efficiencies in our processes used to deliver services and products to our clients.

As a leadership team we commit to provide all the support needed to achieve this through the delivery of our operational objectives, namely:

- Increase profit margin by 5%
- A Group total revenue target of £4.21 million
- Increase of staff utilization by 10%
- Maintain our customer retention rate of 95%
- Improve internal processes through achieving ISO9001 certification.

And in doing so we also commit to satisfying all applicable requirements, including those agreed with our clients, any additional requirements we are aware of for the provision of the product and service, and any statutory and Regulatory requirements.

We strive to continually improve the quality management systems through regular monitoring and review to help deliver continued customer satisfaction.

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