

At Unified Microsystems L.L.C we provide Managed IT Support, IT Infrastructure, System Integration, Smart Building and IT Consultancy Services for all Industries.

To accomplish the objectives of this quality policy, a comprehensive quality management system has been developed, integrating all the management functions and operations.

We achieve this by establishing effective systems, procedures, and continual improvements in all areas of our activities.

We ensure that our personnel are properly trained so they are better able to serve our customers.

We aim to achieve this by:

- Delivering customer satisfaction beyond their needs and expectations.
- Continual improvement of the Integrated Management System.
- Periodic review of the effectiveness and suitability of the system.
- Assigning objectives and KPIs for the departments and periodic review of achievements.
- Comply with applicable standards, specifications, and contractual terms and conditions.
- Comply with all government laws and statutory requirements applicable to our business.
- Providing service after-sales support.
- UMS has established and implemented an Information Security Incident management process to ensure that all breaches of information security, actual or suspected are reported and investigated
- Information and the supporting business processes, systems, and applications will be protected by implementing appropriate controls to preserve their confidentiality, integrity, and availability.
- Risks to information will be actively identified and managed as per the Risk Management Framework and in the context of the overall business risks.

The Unified Microsystems L.L.C management team ensures that the IMS Policy is communicated and understood by all employees and is available to relevant interested parties.

The management team reviews the IMS Policy and IMS objectives KPIs in the review meetings to ensure the policies are appropriate to the organization's purpose and context and support its strategic direction and actions to address risks and opportunities.

Christopher Morley

Christopher Morley
Chief Executive Officer
Dated 19th Feb. 2024