



UNIVERSITY of LIMERICK
OILESCOIL LUIMNIGH

INFORMATION TECHNOLOGY DIVISION

Quality Policy - quality is delivered by people, to people, through people

ITD is committed to providing the University community with high quality information and communication technology (ICT) services, to facilitate the learning, administrative and research activities of the University.

Key to this commitment is the continual improvement of ICT services, which include:

- The development and provision of:
 - Services to enable communication for the University community (email, post, telephone, internet, network, video conferencing)
 - Appropriate information systems to support the management and administration of the University
 - Appropriate computing environments
 - Printing and Audio-Visual Services
- Support in the use of these services by the University community

To achieve customer satisfaction in the above services, the ITD Quality Management System is built on the basis of ISO9001:2008. ITD management is committed to the fundamental aims of ISO9001:2008 and communicates this policy to all ITD staff. The process of Management Review used in ITD provides the framework for establishing and reviewing the Quality Management System, the Quality Policy and Management Objectives on an on-going basis.

Approved

Date

Sham O'Reilly
30th May 2016