

As a leading trade-only distributor of office equipment, Beta Distribution PLC has over 30 years experience in providing outstanding value through leading IT brands, products, services and solutions.

## Our Customer Focus

To us, quality means putting the Customer first and being totally dedicated to meeting their requirements. We are entirely focused on growing our business through our resellers by:

- offering a wide and diverse product range alongside innovative solutions
- delivering industry leading service levels
- helping take cost out of the reseller's business
- offering commercial terms which are highly competitive
- making it easy for resellers to do business with us

## Our Key Stakeholders

We know that the quality of service we deliver depends on working effectively with manufacturers and other key suppliers who have an enviable reputation for the products and services they offer. Therefore, we are dedicated to building and maintaining highly effective relationships with them which will:

- deliver a focused and proactive approach which helps them to achieve their stated goals
- uphold their brand values
- ensure that we achieve targets agreed with vendors

We will apply similar dedication in cultivating successful working relationships with other relevant stakeholders in our business, reflecting our total approach to quality.

## Our People

The directors will ensure that employees are provided with the tools and support they need to do good work and that our workplace is a safe environment in which a quality culture can flourish. We will provide training and other resources, where needed, to ensure that employees have the knowledge and skills to work effectively. Recognition will be provided for outstanding performance and every effort will be made to create development opportunities which may enhance individuals' contributions to the business. All employees will commit to:

- show professional conduct at all times
- share knowledge and co-operate with others
- treat colleagues with respect
- striving to meet the aims of the Quality Policy and achieve objectives assigned to them
- approaching their work with passion and enthusiasm

## Our System

The Beta Management System (BMS) provides us with a formal framework for managing the most important aspects of our business. It not only enables us to meet our compliance obligations, but also provides the means of demonstrating to ourselves and others that we do. We will implement, maintain and continually improve the BMS. The BMS provides everyone with the opportunity and the means to contribute their ideas to reduce negative risks and discover and exploit new opportunities for improvement.



**Steve Soper**  
Managing Director