

Quality Policy

CPA Global is the world's leading Intellectual Property (IP) Management and Technology company. We serve over 10,000 customers and connect millions of global IP users every day.

Like our customers, we too are innovators, bringing to market new ways to manage IP more efficiently, helping our customers to minimise risk and make better decisions through revolutionary technology and platform applications.

With 25 offices, across 4 continents and 12 countries, our technology and services are underpinned by an outstanding global team of over 2000 people.

Our Quality Policy is strongly driven by our CPA Global values:

We **have a pioneering spirit**; continually delivering effective performance improvement through lean methodology.

We **keep it simple**; actively encouraging ownership throughout every level of the business and encouraging participation in our drive for excellence.

We **deliver on promises**; setting clear internal targets and complying with laws and regulations.

We **always** put the **team first**; developing our people to make great decisions, keeping our thinking current and our approach to quality focused on customer success.

Although the COO has ultimate responsibility for Quality, all employees have a responsibility within their own areas of work, helping to ensure that commitment to Quality is embedded throughout CPA Global.

