

# Power Testing Limited

## Quality Policy

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## Version, Status & Approval Log

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<b>Reason:</b> Review with Minor grammar changes					
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## General Statement of Quality Policy

It is the policy of Power Testing Ltd. that our customers be assured of a quality service at all times. This amounts to giving the customer what is wanted, when it is wanted and striving at all times for customer satisfaction. To this end, it is our objective to comply with the requirements of ISO 9001:2015 and achieve and maintain certification by implementing, following, maintaining and continuously improving a comprehensive Integrated Management System.

We undertake to measure customer satisfaction and institute correction and corrective actions promptly, should any customer express dissatisfaction or should any source of potential non-conformance be identified.

I am personally committed to ensuring that our Integrated Management System is effective and personally commit to the company undertaking to:

- Attract and retain staff of the highest calibre and offer all staff the opportunity to learn and develop via structured training programmes and suitable mentoring, supervision and support.
- Allow our customers any reasonable access to company facilities, including liaison for the purposes of access to our external service providers' facilities.
- Ensure that we use external service providers that share our commitment to quality and support our quality objectives
- Build and maintain relationships with customers, staff, external service providers and any other interested parties
- Maintain a set of documented procedures outlining processes in use in the Integrated Management System and ensure that these are at the heart of the company's business operations
- Ensure that quality risks and opportunities are identified as early as possible and that risks are eliminated or reduced and that opportunities are fully exploited
- Monitor and measure the operation of the Integrated Management System and seek to use such results to improve wherever and whenever possible
- Make available all necessary resources to ensure that the Integrated Management System is fully supported
- Publicise and promote this policy among staff, customers and suppliers and, more widely, via our website

Every member of staff is to be made aware of the working of the integrated management system, their responsibilities regarding it and the financial implications and potential loss of good image should poor quality performance occur. All managers within the company have my full backing and support in providing leadership in line with the company structure.

The quality procedures manual shall be made available for reference at all times and will be maintained on an ongoing basis to encompass all areas of operation that can affect quality. Power Testing Limited will carry out annual and periodic reviews of this policy (including upon failures or identified potential failures of systems or procedures) to ensure that the above standards of quality are maintained.



Christopher Park, Managing Director, Power Testing Ltd.

Date: 12<sup>th</sup> January 2024

