

Quality Policy

TCi (GB) Ltd has established this Quality Policy to be consistent with the purpose and context of the organisation. It provides a framework for the setting and review of objectives in addition to a commitment to satisfy applicable customers', regulatory and legislative requirements as well as a commitment to continually improve the management system.

Customer focus: As an organisation TCi (GB) Ltd has made a commitment to understand its current and future customers' needs; meet their requirements and strive to exceed their expectations. TCi (GB) Ltd work closely with its customers to establish the highest standards of service and installed products.

Leadership: The Board of Directors is committed to creating and maintaining a working environment in which people become fully involved in achieving the objectives of the company. Including all subcontractors and supply chain partners.

Engagement of people: As an organisation TCi (GB) Ltd recognises that people are the essence of any good business and that their full involvement enables their abilities to be used for the benefit of all employees, associates, subcontractors and others are involved in this process.

Process approach: As an organisation TCi (GB) Ltd understands that a desired result is achieved more efficiently when activities and related resources are managed as a process or series of interconnected processes. This again involves TCi (GB) Ltd evaluating and monitoring the supply chain in order to meet the highest criteria in terms of quality of product and service.

Improvement: TCi (GB) Ltd is committed to achieving continual improvement across all aspects of the integrated management system; it is one of the main annual objectives. TCi (GB) Ltd ensure that staff are trained in the needs and responsibilities of quality management and adopt this throughout all working sites.

Evidence-based decision making: As an organisation, TCi (GB) Ltd has committed to making changes to the Integrated Management System only once an analysis of relevant data and information has been completed.

Relationship management: TCi (GB) Ltd recognises that an organisation and the relationship it has with its external providers are interdependent and a mutually beneficial relationship enhances the ability of both to create value.

TCi (GB) Ltd Quality Policy will strive to meet the requirements of other interested parties and in meeting social, environmental, charitable, regulatory and legislative responsibilities.

TCi (GB) Ltd produces quality objectives which relate to this policy, these objectives can be found within document R07 Quality Objectives.

This policy is available/communicated to all interested parties as well as being made available to the wider community through publication on the TCi (GB) Ltd Website, Company Noticeboard and Intranet.

Name: Adrian Sealey

Signed: 

Position: Managing Director

Date: 02/08/2019

Review Date: 02/08/2020