

# Quality Policy

TCi (GB) Ltd maintains a 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 legislative, regulatory and customers' requirements as well as a commitment to continually improve the management system.

The Board of Directors are responsible for providing a comprehensive framework to support line management in its quality obligations. This includes, but is not limited to the following:

- Control of relevant documentation;
- Supply chain management ;
- Inclusion of quality principles in any design, procurement and operational activities;
- Quality performance monitoring through audit and review;
- Recruitment, training, developing and mentoring;
- Dissemination of information, including legal requirements, procedure, statistics, reference material, relevant experience and audit recommendations;
- Reviewing this policy to ensure that quality issues arising from new developments and changes to legislation are properly considered.

**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 in regards to quality. 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:** 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. All personnel are actively encouraged to embody TCi (GB) Ltd Company Values at all times.

**Process approach:** 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 the business.

**Evidence-based decision making:** TCi (GB) Ltd has committed to making changes to the Integrated Management System in conjunction with analysis of relevant data and evidence.

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

TCi (GB) Ltd produces quality objectives which relate to this policy, these objectives can be found within document I09 Environmental and 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: Alex Perks

Signed: 

Position: Managing Director

**teamwork | respect | integrity | development | versatility**