

Quality Policy

Servo & Electronic Sales Ltd considers the quality aspects of our business to be of prime importance, not only by providing a quality service and lasting customer satisfaction, but to continually improve all aspects of our business.

The Company provides a quality service that meets our customer needs by ensuring the management is committed to the personal development of all staff. We encourage them to be assertive, reliable, professional and competent in all aspects of their job. Management practices and employee work will, without exception promote an "On time, high quality service" to the customer at a competitive price.

The Company is committed to the continuous improvement of our quality management system, and we monitor the quality performance of all areas of the Company. Formal objectives and targets are established by Company Directors annually and are reviewed on a quarterly basis, in line with our monitoring and measuring activities.

The Company has invested in the latest technology that allows prompt attention to customer enquiries, whether a quotation, technical enquiry or delivery status of an order.

A planned Quality Management System (QMS) is in operation to ensure that service levels conform to customer's order requirements and the goals and objectives of the organisation. The Company also ensures that the services provided, meet the requirements of the industry and all statutory and legislative conditions as well as any other applicable requirements.

We communicate with staff on the status and performance of the Company, including any changes to Quality Policy, procedures and improvement targets and the Companies strategy in meeting them.

The Quality Management System detailed in the **Quality Policy Manual** and **Procedures** are the normal basis of working and will be applied to all work.

To achieve and maintain the desired quality, the Company requires the commitment and participation of all staff, including senior management. Everyone in the Company must seek at all times to:

1. Take responsibility for achieving and sustaining the quality of their work, so as to continually improve our service and meet the customer stated or implied needs
2. Eliminate and prevent any reoccurrence of all defects and customer complaints throughout the organisation.
3. Ensure all work-undertaken meets Company, customer, statutory and legislative requirements, including Health, Safety and Environmental requirements.
4. Improve the organisational goals of profitability and the quality of the Company's services.

This Quality Policy is reviewed at least annually and posted throughout the company

Paul Black Managing Director August 2024
2024

Viki Young Quality Manager August