



## Quality Policy

Sycous provides innovative metering, remote data collection and billing solutions for heat networks and district heating systems.

In order to achieve this objective, we maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2018.

In particular, we will:

- Set measurable objectives that will help achieve customer requirements, including:
  - On time installation of our services at user sites and for clients
  - Accurate and complete billing
  - Responding to all customer enquires as quickly as possible.
- Monitor and measure the effectiveness of our business processes, and set and review objectives through Management Reviews and the internal audit process,
- Proactively seek feedback from customers on how well our products & services meet their requirements and set objectives for continual improvement,
- Analyse the causes of any complaint or problem, and take appropriate action to prevent recurrence,
- Select and work closely with suppliers who enable us to create and deliver reliable products,
- Recruit employees who are customer focused and support them with appropriate training and systems to ensure their competence always meets our and the customer's requirements,
- Provide a work environment that promotes the wellbeing of its employees and encourages positive teamwork,
- Encourage all employees to identify problems and make suggestions to improve all aspects of the Company's products & services and business processes,
- Ensure that all employees and people doing work for us are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System
- Ensure that we comply with all necessary regulatory and legal requirements,

The continual improvement of the Company's Quality Management System is fundamental to the success of its business and is supported by all employees and people doing work for us as an integral part of their daily work.





Signed:

*M. T. Hall*

Matthew Hall, Responsible Director

Version 1

Date: 20<sup>th</sup> July 2023

