



## Quality Assurance Policy

Sycous are committed to providing a quality service and product range, ensuring the highest possible quality for all work we undertake. We will operate in compliance with all relevant standards and legislation, and we will strive to continuously improve our quality offering and best practices.

To achieve this objective, we maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

Sycous 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.
- Providing customers with high quality products and services which meet requirements and are fit for their purpose,
- Monitor and measure the effectiveness of our business processes, and set and review objectives through Management Reviews and the internal audit process,
- Enhancing the skills of management and staff through review and actively pursuing an on-going training policy, the objective of which is to prepare staff to perform their work more effectively,
- Promoting the culture of continual quality improvements and the philosophy of getting things “right first time”,
- Rigorously controlling the supply, installation and completion to programme of all projects,
- Analyse the causes of any complaint or problem, and take appropriate action to prevent recurrence,
- Proactively seek feedback from customers on how well our products & services meet their requirements and set objectives for continual improvement,
- 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, and
- 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.

Review and agreement



Metering and billing **made easy.**





This policy is agreed by the board of Sycous who agree to review this policy and arrangements on an annual and more frequent basis, as necessary, to maintain our commitments.

Signed

*M. T. Hall*

Matthew Hall (Responsible Director)

Date

20th July 2025



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