

## 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.

Sycous will:

- Providing customers with high quality products and services which meet requirements and are fit for their purpose,
- Operating the business to the systems required by ISO 9001: 2008 and achieve an Accredited Quality Management System status within 12 months of this policy
- 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,
- Promoting the quality management systems and ensuring implementation is achieved by internal auditing, management review, corrective and preventive action.

### Review and agreement

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



Matthew Hall (Responsible Director)

Date

20<sup>th</sup> July 2021

