

QUALITY POLICY STATEMENT

Statement of Intent

SDH Project Services Ltd recognises the importance that the quality of our service has to the future of our business.

It is the policy of SDH Project Services Ltd that all our telecommunications activities are carried out in accordance with our quality system, which is adhering to international standard ISO9001:2015, and all other relevant industry Standards.

The aim of our quality system is to ensure that:

- We comply with legal and statutory requirements.
- We meet our contractual requirements.
- We identify and deliver a quality service to maintain excellent relationships with our customers.
- All work is carried out consistently to a defined standard that is measured through our quality objectives.
- We have the skills and resources to fulfil our customer requirements
- All activities support the strategic plans of the business.
- We strive to continuously improve our systems and procedures.
- We only use externally provided products/services that meet our own quality standards.
- Any complaints are dealt with efficiently and within an acceptable time period.

The scope of the quality system covers telecommunications and civil engineering services:

All services will be defined by clear processes which will be regularly amended and kept up-to-date.

Key processes will be internally quality assured by the Director responsible for Quality and internal quality auditors. SDH Project Services Ltd will retain documented information to have confidence that the quality system is effective.

Quality objectives are based on the main risks to the business including:

- Satisfaction levels of customers
- Projects completed within programme timing,
- Zero complaints.

SDH Project Services Ltd will take rigorous action to improve continuously in all these matters.

Top management will demonstrate full commitment through annual Management Review. Top management will support the use of the Quality Management System and ensure the quality system is accessible to all staff and achieves the intended results of the business.

An annual improvement plan is in place to address weaknesses, satisfactory points and strengths. Regularly monitoring of the improvement plan will maintain strengths whilst improving the delivery of our services in a planned way.

An audit timetable is in place to monitor the implementation of the quality system. This will also include a review of the procedures to ensure these meet the requirements of staff and external bodies.

This Policy is annually reviewed, implemented and will be continually monitored through internal audits.

Signed:



Date: 22 January 2019

Colin Brown - Director with responsibilities for Quality.