

# RSD Technology Ltd

## Quality Policy

RSD Technology Ltd is committed to the continual improvement of the effectiveness of its Quality Management System (QMS) in order that it achieves its overarching Quality Objectives of exceeding customer expectations and maintaining customer loyalty. This will be achieved through continual monitoring and evaluation of the effectiveness of its processes together with effective communication with its customers, suppliers and employees.

All employees will ensure that services are provided to the customers' satisfaction and are suitable for the purpose for which they are intended.

The Directors are committed to the effective implementation of the QMS and to the involvement of all staff in the continual maintenance of high standards of customer service provided. They will ensure that clear quality objectives are set, achieved and regularly reviewed during management review meetings to ensure that they remain appropriate and support the overarching Quality Objectives and the company's business direction.

They will also ensure that the quality policy is communicated and understood by all employees and that it is reviewed for continuing suitability during management review meetings.

The effectiveness of the processes used, together with the effectiveness of the QMS, will be measured by the achievement of agreed, measurable, quality objectives and the level of customer satisfaction.

The Directors together with other members of the management review team will ensure that all the necessary risks and opportunities are addressed to ensure that the services provided are delivered in such a manner that they are **right first time**.

This policy will be implemented in accordance with the requirements of the RSD and the ISO 9001:2015 International Standard.

It is considered a condition of employment that the terms set out within this Quality Policy are understood, implemented and maintained by all personnel irrespective of their role within the company.

Signed:



Date: 15/09/17

Ian Bailey

Managing Director