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QUALITY POLICY

The Quality Policy of Shield is to supply products and services that are fit for purpose and have the desired quality in accordance with customer requirements and specifications and any other applicable requirement.

Shield shall identify and monitor issues (both external and internal) which could impact adversely on our customers or our strategic direction.

We shall listen to the needs and expectations of our customers, whilst also identifying any risks and opportunities that may affect our ability to consistently provide a service that meets customer and applicable statutory and regulatory requirements.

On-time delivery and customer support are paramount, and it is the responsibility of every employee to assist in maintaining systems to ensure the continued provision of quality products and services to the complete satisfaction of our customers.

To achieve this high-quality standard Shield is totally committed to achieving the Quality Assurance Program which meets the requirements of ISO 9001:2015 which we are currently working towards. We shall endeavor to continually improve both the quality system and our performance by setting measurable objectives for our key processes.

We shall regularly monitor and review these objectives and communicate the results throughout the business.

The policy statement is on display at our premises and can be made available to the public via request and can also be found on the company website at www.shieldprojects.co.uk

This policy is a controlled document and shall be reviewed and amended, where applicable, to ensure that it remains relevant to the organisation's business.