

It is the policy of Approved Power Services Ltd to provide its customers with a high quality and professional service and to provide the people, organisation and resources to supply our customers with the products and services that satisfy their requirement in every respect.

This policy applies to all permanent and fixed-term staff employed by Approved Power Services Ltd and any contractors, consultants or other persons acting under or on behalf of Approved Power Services Ltd. This policy will be communicated to all employees and contractors through Approved Power Services Ltd induction. This policy will also be communicated to suppliers and other interested parties when necessary. This policy will be reviewed annually as a minimum and when required through changing needs, circumstances and legislation. Any changes will be further communicated through briefings and documentation of this filed in personal files. A copy of this policy will be displayed in the main office.

The company's Quality Management System is compliant with ISO 9001:2015 and is operated in conjunction with the Safety Management System and Environmental Management System as an integrated Business Management System (BMS). This Policy provides a commitment to:

- Continually developing and improving our quality through monitoring and measuring;
- Continually improving the Quality and the effectiveness of the Management System and enhancing our Quality and Procedural System;
- Enhancing customer satisfaction by working with suppliers and customers to establish and maintain the highest Quality standards;
- Ensuring that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction;
- Communicating, throughout the organisation, the importance of meeting customer needs and all relevant statutory and regulatory requirements;
- Setting and monitoring quality objectives and continually improving its quality performance by implementing improvements when appropriate;
- Establishing the Quality Policy and its objectives;

- Ensuring that the Management Reviews set and review the quality objectives, and report on the Internal Audit results as a means of monitoring and measuring the processes and the effectiveness of the IMS;
- Ensuring the availability of resources;
- Ensuring top quality end product of our both our services and product;
- Working efficiently and effectively in order to deliver schedules on time and to budget;
- Ensuring all personnel understand the requirements of the Quality Policy and abide by the requirements outlined in the BMS manual;
- Ensuring that the comply with all applicable legislation and relevant accreditation bodies;
- Copies of Management Reviews or extracts are provided to individual members of staff in accordance with their roles and responsibilities.

Implementation of the Quality Policy is ultimately the responsibility of top management however, every member of staff, starting with the Managing Director responsible for HSQE who makes Policy decisions, will enable the correct action to be implemented throughout the organisation.

Approved Power Services Ltd MD (in conjunction with external Health and Safety Consultants S&C Compliance) acts as the person responsible for Quality and as such is responsible for maintaining the implementation of the Quality Policy and management system.



Paul Oakes (Managing Director)
08/01/2020