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QUALITY POLICY

Quality Policy

SDS Quality Policy

Our Quality Management System (QMS) has been established, documented, implemented and maintained in accordance with requirements established in the international standard ISO9001:2015. It covers all operations associated with our provision of Survey Services to our clients.

All staff are required to comply with current legislation and support the aims, objectives and targets of the QMS. The Board is committed to all of our customers stated and implied requirements and on our own continual improvement. To minimise the occurrence of non-compliances, we shall:

- Comply with applicable legal requirements and other requirements (including client requirements) to which SDS subscribes
- Set our own Quality objectives and work to meet and improve upon them
- Resource, train and motivate employees to carry out tasks in view of Quality
- Control Quality regarding any outsourcing, including our suppliers, contractors and subcontractors
- Endeavour to collect, analyse and act upon post task information from clients and internal sources

SDS is committed to continual improvement of Quality performance. We will look to continually improve the HSQ of:

- Meeting or beating timelines
- Reducing as much as possible the Cost of resources
- Improving the Accuracy of survey.
- Collecting information on and reacting to feedback and Customer Satisfaction
- Meeting or Aiming to Exceed Industry Standards

All Quality issues should be reported to the HSQ Manager. This Policy will be communicated to all staff, contractors and suppliers and will be reviewed as a minimum annually.

Endorsed by

Nolan Forwood

Director

March 2023