

QUALITY POLICY

We Specialist Technical Services (STS) is totally committed to the principles and practice of excellence and will conform to the requirements of the ISO 9001:2015 Quality Management System Standard. The scope of the certification includes all activities relating to the company and is summarised as follows:

STS - Specialist Technical Services are a provider of electrical and mechanical engineering as well as instrumentation and commissioning services.

Our overall objective is to consistently provide customer value and satisfaction in service through leadership, continual improvement, employee development, recognition and social responsibility. Our quality management system provides a framework for measuring and improving our overall business performance, supporting our company strategy and business plan, facilitates continual improvement and ensures the fulfilment of our customers' requirements and other applicable requirements.

The Senior Management Team and staff of Specialist Technical Services (STS) commit to this:

- By ensuring that the company fully meets the requirements of our customers and by endeavoring to enhance the overall service to our customers to ensure that they are fully satisfied with our services.
- By ensuring that the requirements of all interested parties are clearly understood so that our services can be delivered in a timely and professional manner.
- By promoting the use of a process approach and risk based thinking; resulting in all processes being established, documented, resourced appropriately, monitored and measured to ensure conformance to their intended results (Customer requirements, Business objectives, and applicable industry regulations and legislation).
- By ensuring that its entire staff is given sufficient training and development support to ensure competency for their area of work through education, training and experience, where appropriate.
- By working closely with our customers to develop and maintain first class relationships.
- Through commitment to maintaining and developing first class supplier relationships.
- Through management's participation in the monitoring and measurement of the performance of the QMS is focused on acting on opportunities for continual improvement.
- By planning and establishing measurable objectives based on its Quality Policy for the ongoing development of the company and its customers. These objectives are regularly reviewed and measured by management.

This policy shall be controlled and maintained as part of our Quality Management System. It will be available to interested parties and members of the public on request from Quality Representative and to all persons working for or on behalf of the company through our internal communication network.

Signed:  Date: 28/04/2020

Richard Hogan
Managing Director
Specialist Technical Services

