

The objectives of TECTO Limited are to supply industrial safety products, workwear, specialist breathing equipment and training. We provide a unique service to our customers, developing products and solutions to meet our client individual specifications.

To achieve this objective, the company will maintain an effective and efficient Quality Management Systems based upon the requirements of ISO 9001:2015.

In particular, the company will:

- Establish measurable quality and business objectives that are consistent with the context and strategic direction of the company and address risks and opportunities associated with them,
- Ensure quality objectives help the company achieve customer requirements by:
- Responding promptly and accurately to Customers enquiries and contracts,
- A constant pursuit of quality, value, and reliability in the services that the Company supplies to its Customer,
- Ensuring that its management and staff are fully trained to meet the requirements of the business and its Customers,
- Constantly striving with its Customers in seeking to establish the highest Quality standards,
- Adopting a forward-looking view on future business decisions which may have an impact on Quality,
- Training all members of staff in the needs and responsibilities of Quality Management.
- Monitor and measure the effectiveness of its business proves and objectives through management reviews and the internal audit process,
- Proactively seek feedback from customers on how well its products/services meet their requirements and set objectives for continual improvement,
- Analyse the causes of any complaint or problem, and take appropriate action to prevent recurrence,
- Select and work closely with suppliers who enable the company to create and deliver a reliable performance,
- Recruit employees who are customer-focused and support them with appropriate training and
- systems to ensure their competence always meets the company's requirements,
- Provide a work environment that promotes the wellbeing of its employees and encourages positive teamwork,
- Encourage all employees to identify problems and make suggestions to improve all aspects of the company's product/services and business processes,
- Ensure that all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System,
- Ensure that the company complies with all necessary regulatory and legal requirements.

The continual improvement of the company's Quality Management System is fundamental to the success of its business and must be supported by all employees as an integral part of their daily work.

Signed on behalf of TECTO LIMITED:



Position: Director

Date: December 2024