



Quality Policy Statement

Smart Component Technologies Ltd (SCT) is committed to designing, developing and providing high quality condition monitoring products and services to our customers. Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System compliant with BS EN ISO 9001:2015.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- regular gathering and monitoring of customer feedback
- a customer complaints procedure
- selection and performance monitoring of suppliers against set criteria
- training and development for our employees
- regular audit of our internal processes
- measurable quality objectives which reflect our business aims
- management reviews of audit results, customer feedback and complaints

Quality objectives will be communicated to individuals through SCT's management structure and the policy is displayed in the main office.

Our internal procedures are reviewed regularly and the SCT Board takes into consideration all customer feedback as part of its continuous improvement programme.

Although ultimate responsibility of the Quality Management System lies with the CEO, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the company.

This quality policy has been defined by the SCT Board and is reviewed at the Management Review meetings to ensure its suitability to SCT's activities and objectives.

Signed: Nick Koiza (CEO)

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QUALITY FORMS		QP
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