



Quality Policy

TPT Fire Systems Group Ltd (incorporating TPT Fire Projects and TPT Fire Maintenance) is a family owned business specialising in the design, installation and associated maintenance of Automatic Fire Sprinkler Systems.

Top Management have adopted the principals set out in ISO9001:2015 as their Quality operating system, and have overall responsibility for ensuring that this policy is complied with and will review it at least once a year and at such other times as may be required, to ensure that it remains relevant and appropriate to the aims and objectives of the business. It will also make the policy available to all interested parties so that they know and can adhere to our business expectations.

We are committed to consistently providing the best value for our customers, colleagues, suppliers and associated interested parties – to satisfy their needs and expectations which will enable us to deliver excellent services for all resulting in a professional approach in providing our services at all times.

In adhering to this Policy we will:

- Deliver our projects and services within agreed tolerances of quality, time and cost, in a reliable, predictable and repeatable manner, setting in place measures to enhance our performance and meet our stated objectives.
- Ensure that all interested party's needs and expectations are determined and fulfilled, particularly with the aim of achieving customer satisfaction.
- Implement, maintain and continually improve the quality management system to ensure that it:
 - Assigns quality accountabilities within the business as appropriate.
 - Removes or reduces the likelihood and effect of business and project quality risks before they occur and deals effectively with issues if they do.
 - Provides the basis for improving our quality performance.
 - Continues to meet the needs of our business.
 - Protects and maintains customer/interested party supplied items.
 - Adheres to all regulatory and statutory requirements.
 - Supports effective and expedient control of non-conformities such that we understand the root causes and are then able to implement effective corrective actions.
- Ensure that sufficient and appropriately qualified, skilled and experienced employees and suppliers are engaged to deliver our services which will enable our business to operate as expected by our customers and ensures that our quality system operates efficiently.
- Encourage regular customer and other interested party feedback to help us continually improve our products and services.

This policy applies to all our employees and those working with us or on our behalf. All our employees are expected to co-operate and assist in the implementation of this policy by ensuring that quality issues and risks are given adequate consideration. Therefore, the successful implementation of this policy requires the co-operation, commitment and involvement of everyone associated with the business.

Date: 22 January 2021

Signed: *RThompson*
Robert Thompson
Managing Director

Signed: *SThompson*
Spencer Thompson
Commercial Director

Signed: *GRichards*
Gareth Richards
Service Director