

# QUALITY POLICY

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## Purpose and scope

It is the policy of Sparta Systems Ltd to provide its customers with a high-quality service that exceeds their expectations and satisfies all applicable requirements, thereby ensuring high levels of customer satisfaction.

To supply our customers with the products and services they require we have developed a Quality Management System that satisfies the requirements of ISO 9001:2015.

Please also be aware that Quality Management forms part of our Integrated Management System which conforms to ISO 14001:2015 (Environmental Management) and ISO 45001:2018 (Health & Safety) as well as ISO 9001:2015.

This has involved defining our business context and ensuring that our management system is aligned to and integral to our strategic business direction.

## Our commitment

- ❖ We are committed to providing the best value for our customers, colleagues, suppliers and the wider communities in which we work, consistently satisfying their needs and surpassing their expectations to:
  - Ensure we remain a trusted service provider of choice.
  - Help us outperform other providers in our chosen markets.
- ❖ Our approach to Quality is based on a determination to work in a progressive and collaborative way, looking for better ways to deliver for our customers and caring about the quality of what we produce.
- ❖ We will hold our customers' requirements and expectations in the highest regard. We will comply with legal requirements and adopt industry best practice at all times.
- ❖ We are committed to developing, reviewing and maintaining our Integrated Management System continuously to ensure that we enhance our customers' experience of our services and deliver outstanding results.
- ❖ We are committed to the involvement of all our staff in implementing and continually improving the effectiveness of this system and will provide the personnel and resources to ensure that the importance of meeting and exceeding customer requirements is communicated and understood throughout our organisation.
- ❖ Wherever we operate, we seek to develop enduring relationships based on mutual trust, respect, and understanding of our impact. We are committed to ensuring our approach has a positive and lasting impact on people's skills such that we can successfully meet the changing needs and expectations of all of our customers and stakeholders.

## Our approach

In adhering to this policy, in particular 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.
- ❖ Work closely with the customers' design teams and chosen manufacturer for each project to deliver a quality specification. Adhering to the full design specification to ensure that all products used are both safety and quality compliant (CE marked where necessary).

- ❖ Implement, maintain and continually improve our processes to ensure that we:
  - Assign quality accountabilities within the business as appropriate.
  - Remove or reduce the likelihood and effect of business and project quality risks before they occur and deals effectively with issues if they do.
  - Provide the basis for improving our quality performance.
  - Continue to meet the needs of our business.
  - Support effective and expedient control of non-conformities such that we understand root causes and are able to implement effective corrective action.
- ❖ Encourage regular customer and stakeholder feedback to help us continually improve our products and services.
- ❖ This policy applies to all of our employees and those working with us or on our behalf. All of 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.
- ❖ Sub-contractors are selected based on their qualifications and experience in their trade. They are then closely monitored after starting works to ensure that they are operating within the legal requirements and adopting industry best practice at all times.
- ❖ The successful implementation of this policy requires the cooperation, commitment and involvement of everyone in the business.
- ❖ Identify risks and opportunities as they present themselves to the business and establish, communicate, monitor and review quality objectives on a regular basis in order to foster continual improvement in all our activities. This policy will be reviewed for continuing suitability and effectiveness at Management Reviews and as required and appropriate.

### **Responsibilities**

- ❖ Our Projects Director is ultimately responsible for Quality and is supported by the Quality Assurance Manager & Project Managers.
- ❖ The management of Quality is principally a line management responsibility and so in line with our structure the Projects Director holds each Project Manager (supported by the dedicated Quality Assurance Manager for some projects) accountable for all aspects of the management of Quality.
- ❖ The Projects Director provides each Project Manager (and their teams) with competent advice and necessary training to ensure so they can meet their compliance obligations.

### **Review**

The Directors have overall responsibility for ensuring this policy is complied with and will review it at least once per year, and at such other times as may be required, to ensure it remains relevant and appropriate to the aims and objectives of our business and to reflect changes in relevant legislation. This policy will be available to any interested parties and is published on our website.



Simon Jones

Projects Director

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