



## QUALITY ASSURANCE POLICY STATEMENT

TP Fire & Security Limited is committed to providing the highest quality service possible. This is achieved by understanding the customer needs, thus meeting and exceeding the requirements by applying processes with tools and techniques that will allow TP Fire & Security Limited to improve the systems of work and achieve sustainable growth.

Our mission is to be recognised as a creative business-to-business service provider, by customers, employees and shareholders' and this will be underpinned by a quality culture.

TP Fire & Security Limited is committed to operating and continually improving the effectiveness of a Quality Management System that is compliant with the requirements of BS EN ISO 9001:2015, BAFE SP203 & SSQS101NSI and industry agreed codes of practice, product standards & police force policies on response to security systems (NPCC).

To meet our commitments, we will:

- Know our customers and have a complete understanding of their requirements – through open communication.
- Recognise each employee's responsibility for quality and ensure appropriate training and competence.
- Use only Selected, Approved, Preferred or Certified suppliers and accept only conforming products and services from suppliers.
- Complete regular audits to ensure compliance with Company procedures and review and communicate the results throughout the Company.
- Make continual improvement in all aspects of the business.
- Ensure that our Policies and Procedure Manuals remain relevant to the Company and comply with requirements, through regular reviews.
- Provide our customers with innovative business solutions.
- Through performance measurement, setting objectives and targets, determining and addressing risks and opportunities we will ensure customer requirements are met, exceeded or enhanced.
- Senior Management demonstrates their support by ensuring the quality policy and other documents issued by the Company are communicated, implemented and understood within the organisation. This policy will be available to all staff, customers and the general public.
- Comply with applicable legal requirements & to evaluate compliance annually.

TP Fire & Security Limited is committed to the success of this policy and will ensure it is reviewed at on a regular basis at the management review meeting along with quality objectives for their continuing suitability and effectiveness and implement any necessary changes.

S England  
Managing Director  
July 2017

