

QUALITY POLICY

Thames Valley Controls aim to design and manufacture lift controls, lift components and monitoring equipment always within the frame of best quality.

COMMITMENT TO QUALITY

Quality is integral to all our working practices. We believe that it is critical to the success of our business.

The key elements of our approach to Quality are based on the following Quality Principles:

Customer focus

We depend on our customers and are committed to supplying them with high quality products and services that conform to their requirements. Our aim is always to meet or exceed our customers' expectations.

Leadership

The Quality Management System is aligned with the strategic direction of TVC and consideration of context of the organization. The Senior Management Team is committed to maintaining compliance with all statutory, regulatory, legislative and contractual requirements. We will provide an internal environment in which our people can become fully involved in achieving the organization's quality objectives, defining responsibilities for their fulfilment.

Engagement of people

We aim to recruit and retain highly motivated, competent people. Our people are seen as our most important resource. We encourage their full involvement in order to develop their abilities for the benefit of the individual and the company. We identify individual employee training requirements and fulfil them. All Equipment used by our appropriately qualified, trained and experienced personnel, is conformed to the contractual and regulatory.

Process approach

We will manage our activities and associated resources as a series of planned processes to produce the right product, at the right time with minimum wastage, while seeking to maximise efficiency. Our individual processes will be structured into a documented Quality Management System which meets the requirements for ISO 9001:2015, establishing, applying, maintaining and continual improvement of effectiveness of our Quality Management System.

Improvement

We are committed to the continuous improvement of the products and services that we provide and to the effectiveness of our Quality Management System. We will set clear quality objectives and monitor our progress towards their successful achievement. Moreover, internal and external audits are carried out in order to increase our continuous improvement.

Evidence based decision making

We will measure our performance in key activities and use the data collected to make informed and effective decisions on how to improve our processes.

Relationship management

An organisation and its clients, suppliers and collaborative business partners are interdependent. We will seek to develop mutually beneficial relationships to improve Quality leading to greater reliability, enhanced services and increased efficiency.

The quality policy and the objectives are communicated by Senior Management to all other staff via regular group briefings and individual management meetings. The quality policy is also displayed on the relevant notice boards and available to the public and reviewed annually by Senior Management.

Richard Young

Managing Director

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