

Quality Policy

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APPROVAL

Version	Date	Compiled by	Reviewed by	Approved by
3.0	10/08/2015	K Patel	R D Smith	S A Hobden
4.0	20/01/2019	K Patel	R D Smith	S A Hobden
5.0	17/04/2024	H Smith	S A Hobden	R D Smith

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AMENDMENT HISTORY

Version	Sections	Amendment Details
Draft 0.1	New	New document
Version 1.0	Agreed	Agreed document published
Version 2.0	Agreed	Document Update
Version 3.0	Agreed	Document Update
Version 4.0	Agreed	Document Update
Version 5.0	Agreed	Document Update

tusp is committed to providing service according to client expectations in terms of quality and reliability and will provide adequate resources to sustain our planned business objectives. It is the policy of the organisation to commit and maintain a quality system designed to meet the requirements of EN ISO 9001:2015. We will communicate the Quality Policy throughout the organisation.

Client service is an essential part of the quality process and to fulfill this, all employees receive training on the awareness and understanding of quality and its impact on client service. We have established Process Quality and Management Objectives, which are subject to regular review to allow them to remain suitable. The organisation understands and commits to comply with legal and other requirements and maintains its awareness for continuous improvement, the directors and managers have established and implement this policy and commit that the Quality Management System is regularly reviewed for adequacy and effectiveness.

In our pursuit for quality we have set the following Management Objectives:

- To maintain an effective Quality Management System complying with BS EN ISO 9001:2015.
- To achieve and maintain a level of quality which enhances the organisations reputation with clients
- To evaluate business performance while maintaining our focus on the quality of our services.
- To conduct our business in an ethical and professional manner.
- To endeavour to satisfy our clients' requirements and get things right first time. Should we make a mistake, we will admit it and put things right as soon as possible.
- To evaluate our suppliers so that they are delivering quality that is consistent with our requirements.
- To analyse client feedback, internal performance, financial performance and business performance data to enable us to measure the effectiveness of our Quality Management System and our commitment to continual improvement.

This policy is written in accordance with the company's certification to ISO9001:2015

This policy is endorsed by tusp's Managing Director and the Executive Committee.

A handwritten signature in black ink, appearing to be 'Richard Smith', written over a large, faint watermark that reads 'UNCONTROLLED IF PRINTED'.

Richard Smith
Managing Director

Date: 17/04/2024