



Norscot Quality Policy

Norscot strives to achieve excellence in all we do, and our Quality Policy requires us to:

- Management Team to show leadership and commitment to establish, implement, integrate and maintain a Quality Management System (QMS) meeting the requirements of ISO 9001: 2015 and monitored annually by a third party certifier.
- Issue customers with a questionnaire following completion of a project to gain feedback with a view to maintaining continuous improvement.
- Maintain strong relationships with our supply chain to continuously improve the quality of goods and services.
- Use statistical techniques to monitor our processes and use the data collected to make informed and effective decisions on how to improve them.
- Set meaningful quality objectives through our bi-annual QMS Management Review meetings to address any risks and opportunities within the organisation.
- Communicate the importance of this Quality Policy to employees and make it available to other interested parties.
- Provide all employees with relevant training, resources and support needed to supply quality products and services to our customers.
- Maintain a working environment which supports the production and delivery of high quality products and services.
- Encourage employees to engage with senior management and share ideas on how to improve the products and services we provide.
- Provide products and services with the aim of exceeding customer expectations.
- The Quality Policy will be reviewed for continuing suitability at Management Review.