

QUALITY POLICY

Smart CT Limited (the 'Organisation') is committed to delivering defect-free products and services that meet customer requirements, are delivered on time, and provide value within agreed budgets.

To support this commitment, the Organisation operates a Quality Management System (QMS) that has gained **ISO 9001: 2015** certification, covering all activities within the defined scope of certification.

The Organisation's leadership is committed to maintaining and continually improving the effectiveness of the QMS by:

Customer Focus:

- Ensuring that customer needs, expectations and requirements are identified, understood, and consistently fulfilled to enhance customer satisfaction.

Leadership & Communication:

- Communicating the importance of meeting customer, statutory, and regulatory requirements across all levels of the Organisation.
- Promoting a culture that supports quality, competence, accountability and continual improvement.

Quality Objectives & Planning

- Establishing, implementing, and reviewing measurable Quality Objectives at relevant functions and levels.
- Ensuring that these objectives align with the Organisation's strategic direction and operational needs.

Performance Evaluation & Improvement

- Reviewing QMS performance through Management Reviews, including analysis of audit results, customer feedback, process performance, risks, opportunities and areas of improvement.
- Ensuring that corrective actions are implemented effectively and that lessons learned drive continuous improvement.

Resource Management

- Providing and maintaining the necessary resources, including competent personnel, infrastructure and working environments needed to support effective QMS operation.

All employees are expected to understand this Quality Policy, follow documented processes, and contribute to achieving the Organisation's quality goals. Compliance with QMS is mandatory for all staff, contractors and relevant interested parties in supporting the Organisation's services.

This Quality Policy is regularly reviewed to ensure its continuing suitability. Copies of the Quality Policy are available to all staff members and relevant interested parties.

Smart CT Limited

Unit 5, Chancery Gate Business Centre
Ruscombe Park, Twyford
Reading, RG10 9LT

Signed:



Name:

Andy Morgan

Date:

31st March 2026

Position:

CEO

Last updated: 31st March 2026 by Business Support Manager