



# Quality Policy

Quality plays a vital role in the Tyne Tees Security Limited business operations; Our objectives are to provide a service which meets all relevant legal standards and satisfies the needs of our customers by identifying our Key Performance Requirements:

- Trained, efficient, smartly uniformed, fidelity bonded Security Officers on static and mobile patrol duties.
- Provision of service at short notice as required
- A 24-hour independent communication system for the use of static and mobile officers
- The necessary support services in order to allow our uniformed officers to carry out their duties safely and efficiently
- Efficient handling of enquiries and administration
- Provision of key holder and alarm response

Quality is a shared responsibility for management, all employees and those business associates who provide us with products, materials and services.

Tyne Tees Security established Quality Policy is that of a total commitment and continual improvement to the Quality Management System to provide services which are fit for purpose to suit their clients requirements to achieve customer satisfaction at all times.

To ensure consistent conformance to specified requirements and client expectation, the Company has implemented an effective Quality management system to the requirements of ISO 9001.2008 and Security Industry Authority Approved Contractor Scheme.

It is the effective operation of the Company procedures that ensures the efficient implementation of the Quality Management System and the following objectives apply to all Company Personnel:

- To strive for improved quality levels and promote Client perception of the Company quality at all times
- To ensure that the methods described within the Company Procedures accurately and adequately describe the activities being performed to achieve total customer satisfaction
- To take timely and effective action to prevent both non-compliances and corrective action situations arising
- To ensure correct use of company forms and measurement systems that will give objective evidence of continual improvement of the Quality Management System until the specified company quality levels are not only achieved but can be positively verified and validated
- Management Reviews

The company is committed to providing the resources, training and supervisory management for all personnel in order to support their function in providing a quality service. This Quality Policy is fully understood, implemented and maintained at all levels within Tyne Tees Security at all times and all employees are made aware of its requirements via:

- Being given a personal instruction of the Quality Management System
- Continuous quality audit and Management Reviews
- Induction training for new employees

**Position in organisation:** Director

**Name:** Gaurav Goyal

**Signature**

**Date:** 22<sup>nd</sup> Sept 2015