



Quality Policy Statement

The purpose of the Quality Management System is to ensure that the services provided to SPC's clients consistently meet or exceed their expectations. SPC operates a system that regularly evaluates its processes and clients' needs, and has set quantifiable objectives with plans in place to ensure that they are reviewed year on year for improvement.

It is the policy of SPC to maintain on a continual basis an effectively-managed Quality Assurance Programme, which will assure clients that the services supplied conform to the laid down procedures or disciplines of the business as well as ensure that our clients' needs and expectations are fully met.

The management of the company is firmly committed to the systems, procedures and controls, and the total participation of all personnel is mandatory. The Proprietor is entrusted with the authority and responsibility for the control of quality matters and to ensure that all legal and regulatory requirements are met, such as Health & Safety at work.

SPC management personnel cannot be overruled on issues of quality, and in case of differences of opinion on these matters, are responsible to refer such items to the Proprietor or his representative(s) for resolution.

This policy of Quality Assurance is in place to ensure that the overall organisational objectives of the business are met. The objectives of SPC are to ensure that the best possible services are supplied to our valued clients, and that we are able to meet their needs and requirements as effectively and efficiently as possible.

One organisational objective is to ensure that all requirements of the documented management system meet the requirements of ISO 9001: 2015 and are performed in a managed methodical way. It is also ensured that the system is fully understood and implemented correctly throughout the business.

It is the intention of the Proprietor that this policy along with all other policies will be reviewed on an annual basis at the management review meeting.