Quality Policy Statement

Technical Asset Management Ltd is a nationwide mechanical and electrical contractor specialising in the installation, inspection and test, maintenance and servicing of multi-site portfolios.

The company recognises that Quality is integral to all our working practices and believe that it is critical to the success of our business.

It is the prime policy of Technical Asset Management Ltd to consistently provide defect free services that meet or exceed both our customers' and statutory requirements, aiming to ensure total customer satisfaction.

To achieve this objective the company is wholly committed to continually improving working practices and service to customers by setting objectives and regularly monitoring progress towards their successful achievement.

The company's objectives include, but are not limited to:

- Achieve and maintain high standards of work that enhances our reputation and those of our customers and stakeholders
- Continual improvement of services by ensuring the risks and opportunities that can affect conformity and quality of services, and the ability to enhance customer satisfaction are determined and addressed.
- Satisfying applicable requirements by ensuring that customer and applicable statutory and regulatory requirements are determined, understood and consistently met.
- To measure & monitor customer satisfaction, using data collected to improve our processes.
- Establish partnerships with suppliers and interested parties to provide an improved service.
- Engage, direct and support persons to contribute to the effectiveness of the company's Quality objectives.
- To recruit & retain highly motivated, competent people.
- Provide adequate training and resources to enable everyone at Tech Asset Management Ltd to understand how to do their job and do it well first time.
- Deal with any complaints efficiently and within an acceptable time.

This policy is communicated to all employees and organisations working for or on our behalf.

Employees and other organisations are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as reasonably practicable is carried out without risks to themselves, others or the environment.

Annual review of this policy will be undertaken by the Senior Management Team to ensure its continuing suitability.

Success can only be achieved by the participation and commitment of everyone at Technical Asset Management Ltd.

Signed: Date: 06th January 2025

Director