

INTERNAL DOC CONTROL	Document Ref:	TTLStmt002
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## Thyson Technology – Quality Statement

It is the policy of the company to provide excellent Customer service and products – in short “Engineering Excellence”. To achieve our vision, we must continuously improve the quality of all products and services we provide to our Clients.

The needs and expectations of Clients and interested parties are determined at the earliest opportunity and recorded within the **‘Stakeholder Management Register’ (TTLPro004)**. Systems and processes have been established to meet these needs and to ensure Clients and interested parties are satisfied.

We believe sustained quality and excellence is achieved only by continuous improvement and we shall strive to improve the service to all our Clients by means of structured reviews of our Quality Management System. Annual Management Review Meetings attended by Director(s), and Quality & Environmental Manager, and Project Meetings attended by Project Managers, Project Team Members and where applicable Directors, shall provide a regular forum for the monitoring of standards and achievements, reviewing feedback and the effectiveness of corrective action taken. The Senior Management team shall regularly review of the Quality Management System (QMS) at the strategic level to ensure relevant factors that might affect Thyson Technology’s ability to achieve the intended outcomes and goals of the QMS have been identified and remain affective, and that factors such as internal and external Business Context and Environmental Risks contained within the **‘Business Context Risks Register’ (TTLPro003)** have been addressed. Client feedback shall be captured and reviewed to ensure that our service and policies are always focussed on the needs of our Clients and interested parties.

The system is continually reviewed to identify improvements. The Quality Assurance policy and objectives of the Company are recorded within the **‘Objectives & Targets Tracker’ (QEMSF19)**, and reviewed periodically (at the Annual QEMS Management Review meeting as a minimum, but more often if the need is identified).

### ***The clear objective and target of Thyson Technology is to provide a reliable service whilst enhancing customer satisfaction:***

- Establishing, implementing and maintaining an effective Quality Management System (QMS).
- Identifying relevant factors that might affect Thyson Technology’s ability to achieve the intended outcomes of the QMS, these internal and external Business Context and Environmental Risks have been encompassed into the **‘Business Context Risks Register’ (TTLPro003)**.
- Complying with all relevant needs and expectations of stakeholders (Interested Parties) as identified and mitigated within the **‘Requirements of Interested Parties (RIPs) Management Procedure and Register’ (TTLPro004)** and cascaded into the **‘Register of Legal and Other Requirements’ (QEMSF100)**.
- Setting strategic, focused, measurable objectives, and challenging, measurable targets for quality improvements as outlined within the **‘Objectives & Targets Procedure’ (TTLPro001)**.
- Continuously monitoring and regularly reviewing Company quality performance against targets via the **‘Objectives & Targets Tracker’ (QEMSF19)**, amending the QMS or business processes as necessary to maintain continual improvement.
- Committing to social and ethical principles as outlined in the company’s **‘Statement of Corporate Social Responsibility’ (TTLStmt003)**.
- Ensuring that sufficient resources (financial, labour, supervision, plant & equipment, and programme) are provided to suit the planned quality objectives and targets **‘Quality & Environmental Manual’ (TTLPro000)**.
- Seeking to work in partnership with the community and stakeholders by behaving in a considerate and socially responsible manner, engaging with and listening to parties who may be affected by our works. **‘Requirements of Interested Parties (RIPs) Management Procedure and Register’ (TTLPro004)** and **‘Statement of Corporate Social Responsibility’ (TTLStmt003)**.

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- Including quality issues into training and development of Employees as per '**Communications Procedure**' (TTLPro019).
- Assessing the quality status and promoting quality awareness amongst suppliers, sub-contractors and partners, and encouraging them to adopt Thyson Technology's corporate quality principles '**Sustainable Procurement & Supply Chain Management Policy**' (TTLPro023).
- Considering the affects that our operations may have on the local community within the company's '**Statement of Corporate Social Responsibility**' (TTLStmt003).
- Ensuring effective and expedient complaints procedure, investigation and reporting applying company procedures '**Performance Measurement Monitoring procedure**' (TTLPro061) and '**Corrective & Preventative Action procedure**' (TTLPro053).

### Continual Improvement, Objectives and Targets

Thyson Technology's aim is to continually improve in all areas of our business performance. An Objectives and Targets procedure 'Objectives & Targets Procedure' (TTLPro001) has been drawn up by the Senior Management Team to assist in this aim. By utilising the 'Objectives & Targets Tracker' (QEMSF19) to monitor progress towards achieving these objectives and targets, we can identify and prioritise areas for improvement. The major elements of Thyson Technology's Quality Policy are clearly defined through a series of stated objectives and measurable targets which are annually reviewed at the QEMS Management Review Meeting.

The Company's quality performance is monitored with respect to continual improvement of the Management System by review and periodic audits, any corrective actions identified are executed in a timely fashion to ensure the continued effectiveness of the system. The review shall be carried out by Top Management at the Annual QEMS Management Review and Target Setting Meeting, at this meeting quality objectives and targets shall be reviewed, and if required, reset. Changes implemented as considered necessary to ensure that the defined objectives remain applicable, resources are available and targets are achievable within the agreed timescales.

### Communication

The Company aim to raise awareness and highlight the significance of quality issues by applying its '**Communications Procedure**' (TTLPro019). Effective communication is achieved by utilising channels such as the Company website, posters, signage, Tool Box Talks, Environmental Seminars, and staff training. This Policy Statement shall be posted at all Company Sites, Office/workshop Noticeboards, and shall be available for public access via Thyson.com <http://www.thyson.com/accreditations/>

### Scope

*"Design, manufacture, assembly, installation, commissioning, maintenance, manpower provision and project management of electrical, instrumentation, analytical and control systems. Thyson supply globally to the utilities, gas distribution, process, oil & gas, petrochemical, power, steel and nuclear industries."*

**Thyson shall establish, implement and maintain a Quality Management System (QMS) that conforms to ISO 9001:2015, this shall encompass Thyson's activities globally at our Client's/Supplier's sites or at the Head Office Facility in Cheshire. The QMS shall be externally certified to ISO 9001:2015 by an appropriately UKAS accredited organisation.**

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### **Leadership and commitment**

The Senior Management Team demonstrate commitment to the system and its continual improvement by determining Client and interested party needs, expectations, statutory and regulatory requirements, and ensuring that Quality Policy and Quality Objectives are established with the aim of achieving or exceeding these needs. The Senior Management Team shall identify, monitor and review business context risks, establish and maintain processes/systems to address these factors. The Senior Management Team shall be committed to and promote the significance and awareness of the Quality Management System which has been integrated into the business processes to address business contexts risks, improve customer satisfaction and achieve strategic goals. The Senior Management Team is committed to; setting, monitoring and achieving Quality Objectives and Targets; achieving conformity of our products and services; promoting continual improvement; participating in Management Reviews to ensure the QMS remains successful in achieving the intended results; ascertaining, maintaining and providing the necessary environmental, social, psychological and physical resources; and promoting awareness of their importance. The Senior Management Team shall support the Departmental Managers and Supervisors in the implementation of this Quality Policy”

### Responsibility

- **Senior Management Team including;** Directors, Management and Supervisory staff have responsibilities for the implementation of the policy and must ensure that quality issues are given adequate consideration in the planning and day-to-day supervision of all work.
- **All Employees, Suppliers and Sub-contractors** are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, others or the environment. This includes co-operating with Management on any quality related matter. All staff, Suppliers and Sub-Contractors share the authority and responsibility for continual improvement of the Quality and Environmental Management System including the identification of Non-Conformances, Innovations and Opportunities For Improvement (OFIs), and recording these instances facilitating corrective actions, both to rectify the immediate situation and to prevent recurrence.
- **Senior Management Team** have overall responsibility for all quality matters. The operation of this policy and the associated procedures shall be monitored and reviewed annually as a minimum at the QEMS Management Review and Target Setting Meeting attended by Director(s), and the Quality Assurance & Environmental Manager. This review shall ensure that the QMS remains current and applicable to the company's activities. The Company shall continually work towards achieving its objectives and targets to ensure continual improvement. The Senior Management Team and Directors shall continually review the Company's resources to ensure that adequate financing, staff, equipment and materials are available to meet Client requirements and expectations. This policy has been endorsed by the Board of Directors which gives its full support to its implementation.

Signed:  M. Braddock, Managing Director

Date: 31/01/18