

Christie Intruder Alarms Ltd
Quality Assurance Manual

02.00 QM1.02 QUALITY POLICY

It is the policy of **Christie Intruder Alarms** to operate to a formal **Quality Assurance System** that complies with the requirements of:

BS EN ISO 9001:2008, related BRITISH and EUROPEAN STANDARDS, NSI CODES OF PRACTICES SSQS 101, FSQS121, BAFE Scheme SP203

The purpose of the **Quality Assurance System** is to provide a product that meets customer and applicable statutory and regulatory requirements to continually improve efficiency, enhance business with customers, maintain existing customer services and benefit from new opportunities and markets. The results will achieve success and satisfaction for the Customers, Individuals and the Company to produce the desired outcome.

The **Quality Assurance System** applies to all aspects of operation and all departments from receipt of enquiries right through all processes to provision of products and ongoing services.

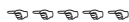
Consequently **all** staff and management must be committed to this concept and practise professionalism and compliance with quality procedures. This requirement is fundamental in all work undertaken and must be practised daily in all activities, in particular accountability of actions at management level.

These objectives are to provide products and services which conform to the highest standards in the market place meeting customer requirements and expectations whilst fulfilling quality requirements. Achievement of these objectives will clearly differentiate **Christie Intruder Alarms** from competitors.

The **Quality System** is closely monitored both internally by audits and externally by **NSI** to ensure compliance with legal requirements and the appropriate standards, therefore continual awareness of the need to produce quality work for the benefit of customers is essential. Documented procedures are provided for all activities, which must be followed implicitly to achieve consistency and high standards. These activities are supported by maintenance of records, which provide evidence of compliance. Deviations from established procedures are only permitted by authorised concessions.



This **Quality Policy** is to be prominently displayed in order that it may be communicated to **Customers** and **Company Personnel**. All staff undergo Quality awareness training on appointment and are regularly reminded of the need for quality at appraisals, audits and other occasions.



Authorised by:

Colin Langdown
Managing Director, CIA

Date: 1st April 2014