



Quality Policy Statement

MSP 01c

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Suttle Projects is dedicated to delivering a consistently high level of quality. It is our policy to use our technical expertise and experience to help identify and meet customer requirements and ensure that all of our activities are carried out in accordance with our business management system, which has been certified to ISO 9001:2015 standard.

The aim of our quality management system is to ensure that:

- We deliver a quality service to maintain excellent customer relations
- Customer satisfaction remains a constant focus of our business
- We ensure that we understand our customer's requirements
- All work is carried out consistently to a defined standard
- We have the skills and resources to fulfil our customer and regulatory requirements
- Our staff are fully trained and involved in quality improvement
- We only use services that meet our own quality assurance standards
- A professional approach to customer interface is maintained at all times
- Any complaints are dealt with efficiently and within an acceptable time period
- We strive to continuously improve our systems and procedures

Suttle Projects uses a contract specific quality manual, reference QMP-Rev001, that should be followed by relevant project staff. Staff are briefed that they are responsible for the quality of work they undertake. They are engaged to have ownership for their own performance and have the authority to ensure the quality requirements and business objectives are met in full.

Performance targets are used to promote continual improvement in the delivery of quality on site.

Signed:

A handwritten signature in dark ink, appearing to be 'J Paine', written over a horizontal line.

J Paine, Managing Director

Dated: 19th January 2025

Date of next review: Jan 2026