

## Quality Policy

The Management and staff of TOPEK Ltd, (TOPEK) are committed to providing a high-quality service to our customers by continuously improving customer service and our company operations.

The Management are committed to the efficient operation and continual improvement of the Quality Management System. To this end, our Quality Policy provides a framework for drafting our Quality Objectives and Targets. These are reviewed and set at the Management Review Meetings and then measured to facilitate their effective and efficient implementation and ongoing review. The Quality Policy also supports the Strategic Direction of the business.

To enable us to achieve our quality objectives, we will:

- Listen and work together with our internal and external customers and partners to deliver service excellence, and quality workmanship at all times.
- Strive for continual improvement in the products and services we offer and in the continual improvement of the quality management system.
- Provide our customers with an assurance of total support and reliability which will allow the company to grow profitably.
- Ensure the development and training of employees is a key priority.
- Ensure our staff management is based on the principles of close training and supervision, excellent communication skills for all personnel and high personal satisfaction amongst staff.

To assist in achieving our goals, all of the company's operations are performed to a standard to satisfy the requirements of ISO 9001 and our Customers.

The success of this policy is monitored, controlled, and improved, through elements of the quality system such as internal audits, management reviews, corrective actions and training.

Each employee will be made aware of the importance and contents of this Quality Policy and be encouraged to contribute to the success of the Quality Management System.

This Policy is communicated throughout the business, is reviewed on an annual basis at the Management review meeting and is available to the public via our website.

Director: Douglas Bryce

Date: 04/01/21

Signature:

