



# HYSTAT

## Quality Policy (QMS P1)

Version 1

The purpose of this policy statement is to ensure that the products and services provided by Hystat Systems Limited to our customers consistently meet their expectations. This will ensure we remain regarded as the market leader in the UK. The company operates a system of risk based thinking that regularly evaluates its processes, our customer's needs, its strategic direction and the overall business environment. The company has set quantifiable goals with plans in place to help ensure that they are improved upon year on year.

Hystat Systems Limited believes that its market expects a continually improving product and service. We aim to continually improve the product and service we provide to meet our clients requirements and to produce finished product that we can justifiably be proud of.

The company aims to achieve this by utilising a Quality Management System that complies with the international standard of ISO 9001-2015. It also includes a commitment to meet the requirements of our clients, as well as legal and regulatory requirements and to continually develop the system to ensure it remains effective.

Only by providing an outstanding service and product quality, will we achieve our aims of long term success and sustained improvements ensuring customer satisfaction.

All personnel within the company are responsible for the quality of their work. The company provides training and has established systems to assist all personnel to achieve the standards required.

The policy, organisation and procedures necessary to achieve the required standards are described in our Quality Management System.

The Quality Manager is responsible for maintaining the Quality Management System and reports regularly to the Managing Director & Directors on the system's implementation, status and effectiveness.

The Quality Objectives of Hystat Systems Limited are set out in the Business Strategic Plan. Objectives for individual jobs are to carry out the works to the satisfaction of the client and in accordance with the contract as agreed with the client.

**Simon Wadsworth**  
Managing Director