



# Quality Policy Statement

The Case Quality Policy Statement is a controlled document, endorsed and issued with the authority of the Managing Director. The policy statement is designed to provide a structured framework for the company's quality objectives and is established, reviewed and maintained so as to confirm its suitability and relevance to all aspects of the organisation.

The Quality Policy Statement is communicated to staff at all levels within the organisation.

The Quality Policy Statement of Case is to deliver products and services that conform to, or exceed, the requirements and expectations of customers, in all respects. The quality objectives are established against all processes and are defined within the operating procedures.

Senior Management are committed to meeting all company quality objectives and to ensuring the implementation of processes to continually improve the quality management system.

The company operates and maintains a documented quality management system structured against the requirements of the International Standard BS EN ISO 9001:2015 and NSI SSQS 101.

Case are committed to ensure compliance with BS EN ISO 9001:2015, NSI SSQS 101, any industry agreed codes of practice, any relevant product standards, police force policies on response to security systems (NPCC, Police Scotland and PSNI) and applicable legal requirements.

The company intends comply with applicable legal requirements and periodically evaluate compliance by means of management reviews.

Appropriate managers are able to demonstrate their awareness of the prime legislations that impinge on their specific areas of responsibility and authority.

## **Framework for Quality Objectives**

Overall quality objectives are set at the annual management review and disseminated by department managers down to functional departments, teams and individuals.