

## AGD SYSTEMS LTD – QUALITY POLICY STATEMENT

AGD is a privately owned & independent UK company dedicated to the design, development & manufacture of traffic detection & associated products and has a vision to be synonymous with professionalism and innovation within our chosen markets.

A key way to achieve this is by operating a Quality Management System (QMS) in accordance with the requirements of ISO 9001: 2015 and the National Highways Sector 8 Scheme.

**Scope:** The design, development and manufacture of information and measurement equipment, including the provision of associated and related services, to meet the requirements of the transport management industries and users. Incorporating the provision, installation and maintenance, of highway electronic equipment in compliance with the National Highway Sector Scheme 8.

### **The Directors are committed to:**

- Satisfying applicable requirements by ensuring that both customer and relevant statutory and regulatory requirements are determined, understood and consistently met in-line with the context of the organisation and having considered our Interested parties.
- Continual improvement of the QMS by ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.
- **The Directors shall:**
- Take accountability for the effectiveness of the QMS.
- Ensure the quality policy and quality objectives are established for the QMS and are compatible with the context and strategic direction of the Company. Quality objectives have been set and are maintained as part of the QMS internal auditing, monitoring and management review processes, in order to enhance customer satisfaction.
- Promote the use of a process approach and risk-based thinking.
- Ensure that the resources needed for the QMS are available; including training, support and encouragement.
- Communicate the importance of effective quality management and of conforming to the QMS requirements.
- Engage, direct and support persons to contribute to the effectiveness of the QMS.
- Promote improvement and ensure that the QMS achieves its intended results.
- Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
- Establish partnerships with suppliers and interested parties to provide an improved service.

This policy will be communicated to all employees, is available to relevant interested parties, will be reviewed annually by top management and where deemed necessary will be amended and re-issued.

**Core Business Objectives:** The objectives are reviewed through KPI performance study during the BIC meetings.

- Increasing product reliability and customer perception
- Improving supplier performance
- Reducing material costs
- Increasing patents
- Increasing turnover/market share

**Transitional:** Specific targets are assigned through results of internal audits, business improvement committee meetings, legislation or customer/interested party requirements. These transitional targets are regularly reviewed.



**Managing Director**