

## Quality Policy 2024

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The directors, management and staff at Thermoteknix Systems Ltd are committed to product quality and customer satisfaction. The company employs a quality management system to achieve these objectives and to ensure that it retains its position as a leader in infrared technology products, and provides products and services which fully satisfy our customer's, statutory and regulatory requirements. The quality policy is the first principle of the fundamental objective to further develop our business and provide increasing service levels to our clients.

Our Quality Management System mandates the use of processes which have been designed to meet the requirements of the ISO 9001:2015 standard for such systems. These processes are subject to regular review and audit, both internally and by an external agency. Management defines the processes, sets objectives and provides the training, tools and resources required to make the processes effective.

The company uses process measurement to ensure the effectiveness of the system and uses the results, together with feedback from customers and staff, to drive process improvements. The measurements relate to agreed service levels in the key areas of the business, viz: Management, Quality, Engineering, Production, Procurement, Sales and Logistics.

These objectives are directly relevant to all departments and each employee, and I count on every member of staff throughout the organisation, working together every day, fulfilling their individual contribution to deliver ongoing success to our business.

Dr Richard Salisbury MBBS MRCP, Managing Director  
15<sup>th</sup> January 2024