

Quality Policy

Spycon Security Ltd

Our Commitment to Quality

The continuing policy of **Spycon Security Ltd** is to provide **high-quality, professional, and efficient services** that fully meet or exceed the requirements of our clients.

By delivering excellence in service, we aim to:

- Ensure operational efficiency.
- Maintain a strong customer focus.
- Enhance long-term sustainability and profitability.

Leadership and Responsibility

Our **management team** is committed to showing leadership, taking ownership, and bearing full responsibility for:

- Establishing, implementing, integrating, and maintaining our **Quality Management System (QMS)**.
- Ensuring that adequate resources are available to meet our quality objectives.
- Promoting quality as a core value across the organisation through communication, engagement, practical example, and training.

Employee Responsibility

We believe quality is everyone's responsibility. To achieve our goals:

- All employees will be trained and equipped to carry out their roles to the highest standard.
- Each member of staff will understand the importance of the QMS, their role in its effectiveness, and its direct relevance to the success of **Spycon Security Ltd**.
- We will promote a culture of **continual improvement** and set **Quality Objectives** aligned with the framework of **ISO 9001:2015**. These objectives will address risks and opportunities identified by top management.

Quality Standards

We certify that our **Quality Manual** and **Standard Operating Procedures** accurately describe the QMS in place to meet **ISO 9001:2015** requirements.

The quality system will be:

- **Monitored** to ensure compliance.
- **Measured** to assess performance.
- **Evaluated and enhanced** regularly to drive improvement.
- Reviewed by top management, with regular reporting and communication of status and effectiveness at all organisational levels.

Continual Improvement

We are committed to **continual improvement** in our quality performance, in line with ISO 9001 requirements.

This policy will be:

- Monitored and reviewed at least annually.
- Communicated to all staff, contractors, and suppliers.
- Made available to interested parties upon request.

Approved by:

Signed: 

Name: Zain Saqib

Position: Managing Director

Date: 1st Jan 2025

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