



CUSTOM SIGHT & SOUND

Quality Policy Statement

Custom Sight & Sound Limited provides Design, Custom Installation, Integration and Programming services to the High-End Home Automation and AV industry.

Our vision is that Quality is everyone's responsibility throughout the organisation and that each employee has a sound understanding of the importance of Quality and their direct impact on our performance.

It is the policy of Custom Sight and Sound Limited to:

- Endeavour to deliver our services to specification, on time and to the price quoted;
- Conduct our business in an ethical and professional manner;
- Endeavour to satisfy our clients' requirements and get things right first time. Should we make a mistake, we will admit it and rectify the situation as quickly as possible;
- Comply with all contractual and regulatory compliance obligations, codes of practice and all other requirements applicable to our activities.

We are committed to operate and maintain a business management system which will satisfy the requirements of BS EN 9001:2015 and follows the Annex SL ISO Structure.

Our business management system was created to ensure proper communication, document control and records for our activities. Our implemented system enables us to create, monitor and achieve quality objectives as part of our performance evaluation and continual improvement.

This quality policy statement will be regularly reviewed and communicated on an annual basis or where significant change to ensure its effectiveness.

Giles Charman
Managing Director
21st January 2020