

# QA029 Quality Assurance Policy

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## QUALITY ASSURANCE POLICY STATEMENT

The corporate goal of LMG is to be organised in such a way that the technical, administrative and human factors affecting the quality of its services, will be under control and relevant to the expectations and needs of our customers.

The company's Quality Management System scope is:

The design and delivery of telecommunications infrastructure and fully integrated intelligent buildings, and the provision of technical support.

The policies and responsibilities relating to the QMS are defined and documented in the EQMS Manual. LMG will ensure that they are understood, implemented, reviewed for suitability and maintained at all levels by senior management.

LMG is committed to the continual improvement of the QA system and to complying with all applicable requirements, including those that are customer focused, legislative, statutory and specified by/in ISO (9001:2015) and NSI (Quality schedule SSQS 101, NCP104, NCP109, PD6662 and EN50131).

To give the QMS purpose and direction, SMART Quality Objectives are agreed at all levels and are documented in the QA601 Aims, Objectives and KPI document. This is regularly reviewed in Management Review meetings and reports. Objectives include identified risks, opportunities, aspects and impacts and support our overall business strategy.

LMG recognises that the quality of the services it provides will be directly affected by the individuals who represent it and the way they use their skills, knowledge and materials.

Each person engaged by LMG, whether as an employee or as an Approved Partner, is individually responsible for - and expected to give a commitment to - the production of work of the highest quality within their ability.

The effectiveness of the QMS is discussed via Management Review meetings or reports with the agenda including - but not limited to - identifying opportunities for improvements, the progress and ongoing framework of objectives and review of the Quality Policy.

The Quality Policy is available to all interested parties via our website and upon request.

**Kathryn Rowe**

**Director**

Dated and last reviewed: 29/09/2023