

# Quality Policy

POL10001 v3.0



## 1 Commitment:

Syft is committed to providing quality products and service. This is core to the Syft DNA and Purpose and is demonstrated through the Operating Principles which align to our legal, customer, and standard requirements.

Syft is committed to continual improvement and has established a management system compliant with ISO 9001:2015 which provides a framework for measuring and improving performance.

## 2 Policy Element:

Syft aims to provide quality products and service via the following actions:

- Establishing polices, programmes, and practices.
- Building relationships with customers and suppliers.
- Investigating non-conformances and monitoring the results.
- Training and development of Staff.
- Regular auditing of internal processes, and suppliers.
- Management reviews of audit results, trends, and continual improvement.
- Ensuring that the business is run in accordance with legislations Syft operates in.
- Supporting customers through problem solving and developing of new products.
- Staff are willing to help each other across the company to solve real world problems.
- Believing in the power of science, value of curiosity, and rigour inherent in the scientific method.

## 3 Responsibilities:

All Syft staff have a responsibility to provide a quality product and service:

- Start with the customer and their issues and requirements.
- Use good judgement and report any issues.
- Work together in the company's overall best interests.
- Participate fully in the management system operation.