


<b>QMS Management System</b>		<b>Quality Policy</b>			
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Approved By:	Martin Suttie	Issued By:	Paul Reid	Revised By:	Paul Reid

First Integrated Solutions believe that excellent Quality Management standards and performance are the key to long term success of the Organisation, are good for business and therefore an essential part of the overall business objectives and plans.

A key objective of First Integrated Solutions is to satisfy the statutory and regulatory requirements of its customers by supplying premium products and services. In addition, First Integrated Solutions shall provide competent technical and service advice to Customers.

This will be achieved by ensuring the implementation, Development, continuous improvement and maintenance of the Business Management Systems in accordance with the requirements of ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018.

**Senior Management are committed to:**

- The provision of quality products, services and technical guidance to our Customers that fully satisfy or exceed their requirements.
- Ensuring the ability to deliver Customer requirements are assessed, determined and addressed and the focus on improving Customer Satisfaction is maintained.
- Ensuring that Customer and applicable statutory, regulatory and other requirements are determined, understood and consistently met by the Organisation.
- The continual improvement of the Business Management Systems by ensuring the risks and opportunities that can affect the conformity of products and services, are identified, addressed and managed.
- Maintaining the integrity of our Quality Management System, Organisation Code of Conduct and Ethics in all our activities.

**Senior Management shall:**

- Ensure the Quality Policy, Objectives and Plans are established and communicated for the Quality Management System, and are aligned with the context and strategy of the Organisation.
- Ensure Quality Objectives are monitored and maintained as part of the QMS Audit Programme, planning process and the Management Review process, in order to enhance Customer satisfaction.
- Ensure all Employees are aware of, and understand their accountability and responsibility for complying with the requirements of the Quality Management System.
- Communicate, consult and cooperate with all stakeholders to achieve the Organisations goals and objectives.
- Ensure the availability of resources to maintain the Quality Management System, including financial, competent personnel, adequate facilities and equipment, training and support.
- Monitor and evaluate progress to ensure the Quality Management System achieves its intended results.
- Promote continuous improvement of Business Management Systems, processes and services.
- Develop and establish partnerships with Customers, Suppliers and interested parties to provide improved products and services.
- Drive continual improvement and innovation based upon efficient processes, best practice and customer feedback.
- Regularly monitor and review all our Business Management Systems, procedures and processes to provide the optimal products and service to customers.
- Engage with suppliers to ensure that our quality standards are adhered to and support First Integrated Solutions Quality Management System.
- Seek feedback and guidance from our customers and suppliers regarding the level and quality of service received.

The policy, organisation and procedures necessary to achieve the required standards are described in the First Integrated Solutions Business Management Systems.

This policy shall be publically available and communicated to all employees and interested parties. The Policy will be reviewed annually as part of the QMS Management Review process.

Signed: 

**Martin Suttie, Managing Director.**

**Date: January 2023**

**Next Review Date: January 2024**