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Quality Policy

Quality is viewed as a primary driver within TEi and all practicable steps will be taken to ensure we provide a first-class service through the provision of planned, controlled and reviewed process and procedures.

The Directors and Management of TEi are committed to our Integrated Management System based on the requirements of ISO 9001: 2015, and use it to improve our services at all opportunities to meet the quality standards expected by our customers in the delivery of the services we supply.

It is the responsibility of all personnel to understand their involvement with the quality system and to ensure they consistently meet the standards required.

To implement this policy, we shall focus on the needs of our business with particular reference to consistently meeting our customers' requirements and statutory obligations. The quality management system will provide mechanisms for detecting system shortfalls, the framework for setting quality objectives and for stimulating process improvements.

Procedures and disciplines will be adopted to ensure that:

- The system is effectively implemented by undertaking relevant skills training and conducting appropriate Quality awareness training;
- Responsibilities for Quality are established by communicating these responsibilities clearly to all employees;

The policy and procedures continue to be appropriate by initiating annual reviews to check effectiveness and ongoing relevance, and the Company regularly reviews the needs and expectations of our customers and initiate continuous improvement activities to meet these expectations.

This policy shall be communicated to all persons working for, or on behalf of the Company, and shall be made available to the public.


W. STEER
 Managing Director

March 2025

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