

QUALITY POLICY

Issue: 4 Revision: 1
Date Implemented: March 2020

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Change/Review Notes:

Date of Issue/Review	Issue:	Revision No:	Details of Revision
November 2017	1	0	First version
October 2018	2	1	General Revision
May 2019	3	1	Reviewed for audit, <ul style="list-style-type: none"> • CEO changed to Chairman • Date and version updated
February 2020	3	2	Change of Personnel
March 2020	4	1	General review and revision of content

QUALITY POLICY

STM Group (UK) Ltd is committed to providing a pro-active, managed, and consistent high-quality service to its customers, in accordance with the defined context of the organisation. This will be undertaken in full adherence to ISO 9001:2015, together with other relevant industry standards, codes of practice, legislation and statutory requirements.

STM Group (UK) Ltd strives to be one of the best service providers in the industry, aiming to continually enhance its reputation through a transparent and professional approach to service delivery, supported by a trained, equipped, and competent workforce.

Through application of the guiding principles within this Quality Policy, all STM Group (UK) Ltd employees are responsible for helping to deliver the optimum service to each customer through the delivery of best-in-class services which meet, and wherever possible exceed, respective needs and expectations.

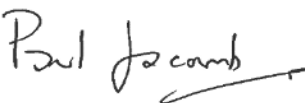
The STM Quality Policy is defined, and driven, by the following management principles and behaviours:

- Applying the Support, Trust, & Manage principles, in support of the STM culture ie:
 - Supportive (to clients and staff)
 - Built on mutual trust (based on the key principles of loyalty, integrity, and pride)
 - A commitment to deliver a proactively managed service (leaving nothing to chance)
- Building an internal/external customer environment, whereby STM clients (external customers) and STM staff (internal customers) are both receiving the very highest level of service, support, and positive engagement – from STM (as an organisation)
- Promoting an environment where staff feel proud to work for STM (including employee satisfaction levels)
- Transparency and honesty, via the STM Quality Assurance Programme
- Providing a safe and secure working environment, whilst encouraging innovation
- Providing proactive management, but with an effective speed of response assurance
- Assuming ownership of the service delivery process, including customer satisfaction measurement (objective and subjective), and focused customer relationship management
- Application of a policy of Continuous Service Improvement, through ongoing business analysis, performance evaluation, management review outputs, service defect recognition (including corrective actions)
- Application of focused risk and opportunity management programme

Senior STM management will review the Business Management System at planned intervals, to ensure its continuing suitability, adequacy, effectiveness, and alignment with the strategic direction of the organisation.

This evolving Quality Policy shall:

- be available, and maintained as documented information;
- be communicated, understood, and applied throughout the organisation;
- be available to all relevant interested parties.



Paul Jacomb
CEO
STM Group (UK) Ltd

