

Quality Policy

Quality management within Icom Scottech is based on the quality system described in Section 4 of ISO 9001:2015 and the purpose of this quality system is to define the policy, organisation and responsibilities for the management of quality within Icom Scottech.

Quality management, therefore, forms an integral part of our overall company management and the role of quality management within our company is an essential requirement. It provides confidence that the application of company management is efficient, comprehensive and effective in ensuring that every stage of the production process is delivered on time and to the agreed specifications;

The main objective of Icom Scottech's QMS is to ensure that all activities, whether they are managerial (e.g. organisation) or technical (e.g. assembly) comply with the Quality Manual and it is incumbent on all staff to have a day-to-day responsibility for ensuring conformance to the requirements and rules as stated in the Quality Manual.

In cases of non-compliance (e.g. if part of the specified work is not carried out in accordance with the product or service requirements) a problem-solving process shall be executed by the first responsible manager. This process shall include the location of root causes, remedial action, review of Icom Scottech's QMS and, if necessary, its adjustment and modification.

'Ownership' of the QMS and Icom Scottech's quality management does not centre on a single individual and the duties can, therefore, be assigned to any role or split across several roles. Icom Scottech requires someone who has overall authority for coordinating the organisation's QMS and can finalise and set organisation-wide quality policies, processes and procedures. Within Icom Scottech the Technical Manager assumes this responsibility.

It is the commitment of Icom Scottech to work toward the continual improvement of the QMS, ensuring that the system is as robust as possible and constantly evolving to meet the needs of the business.

The Technical Manager's role will be to suggest alternative solutions and help the Production Manager to take the necessary remedial action. If no effective corrective action is taken, the Technical Manager has the duty to inform the Managing Director.

Summarised, Icom Scottech's QMS shall ensure:

- clear responsibilities for all activities and tasks;
- confirmation that all activities are defined and controlled by a process flow;
- Staff are trained to the requirements listed in the Quality Manual;
- compliance with Icom Scottech's processes detailed in the Quality Manual is audited;
- remedial action is taken whenever appropriate;
- continued commitment to ensure the improvement of the quality manual.
- the Quality Processes themselves are regularly reviewed.

Signed:

Lee Jackson

Managing Director