

## Quality Management Policy

Power Data Associates Ltd is committed to implementing and operating a Quality Management System in full compliance of ISO 9001:2015 for the benefit of our customers and business partners. It is formed of policies, processes and controls that ensure we remain committed to improvements for ourselves.

The primary objective of the Quality Management System is to ensure that Power Data Associates Ltd fulfils all its obligations to our customers and business partners.

The Quality Management System defines the framework for identifying and controlling our business processes through the implementation of operational controls and continuous improvement. It provides our customers and business partners with confidence that we can meet our obligations in a controlled and well managed manner.

The Directors of Power Data Associates Ltd ensure the company maintains a quality approach in terms of:

- **Control** – using agreed procedures and processes
- **Review** – to regularly review and update these processes and procedures
- **Confidentiality** – ensuring only authorised persons have access to information
- **Integrity** – ensuring the validity, accuracy and completeness of information
- **Availability** – ensuring information and systems can be accessed by authorised persons
- **Regulation** – ensuring adherence to all applicable laws and regulation regarding the business
- **Objectives** – ensuring objectives are set, that they are appropriate to team members' responsibilities, and that these collectively meet the needs of the business
- **Resources** – ensuring resources are available to enable team members to meet their objectives
- **Continuous improvement** – ensuring the business is committed to continuous improvement
- **Satisfying requirements** – ensuring the business satisfies all necessary requirements to meet the needs of our business partners

Where non-conformities within the Quality Management System are identified the Directors will ensure that the appropriate corrective action is applied in a timely manner and the effectiveness of any actions are monitored until the non-conformity has been fully resolved. This includes any required process changes, organisational changes and, where necessary, disciplinary sanctions.

It is the Directors responsibility to continually monitor quality within the business.

**Tom Chevalier, Director**

**Bridget Chevalier, Director**

Dated: 5<sup>th</sup> June 2020

Reviewed without change 26<sup>th</sup> September 2022