

QUALITY POLICY

The objective of TYLA Services Ltd is to provide defect free goods and services to its clients, on time and within budget.

In order to achieve this objective, the Company will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

In particular, the Company will:

- Establish quality and business objectives that are in line with the context and strategic direction of the Company and address the risks and associated with them.
- Set measurable objectives that will help achieve customer requirements, including:
 - High Standard of Customer Service
 - Speedy response to enquiries
 - Good value for money
 - Ongoing repeat business
- Monitor and measure the effectiveness of its business processes and objectives through Management Reviews and the internal audit process.
- Proactively seek feedback from customers on how well its products and services meet their requirements and set objectives for continual improvement.
- Analyse the causes of any complaint or problem, and take appropriate action to prevent recurrence.
- Recruit employees who are customer focused and support them with appropriate training and systems to ensure their competence always meets the Company's requirements.
- Provide a work environment that promotes the wellbeing of its employees and encourages positive teamwork.
- Encourage all employees to identify problems and make suggestions to improve all aspects of the Company's products and services and business processes.
- Ensure that all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System.
- Ensure that the Company complies with all necessary regulatory and legal requirements.

The continual improvement of the Company's Quality Management System is fundamental to the success of its business and must be supported by all employees as an integral part of their daily work.

Signed on behalf of the Directors of TYLA Services Limited:

A handwritten signature in black ink, appearing to read "Matt Morgan".

Matt Morgan
Managing Director

Date: 1 January 2018