



## QUALITY POLICY STATEMENT

We believe that effective quality management is essential to achieving our vision to deliver world-leading nuclear expertise and innovative solutions

### This means:

- being trusted to always deliver quality services and solutions for our customers
- working in partnership with customers to consistently meet their expectations, and anticipate their future needs
- maintaining and developing our facilities, our people and our expertise
- conforming to the external requirements that underpin our unique capabilities

### Our primary goal is:

**To be assured of the quality of the expert, impartial advice, technical work and innovative solutions we offer to our customers and stakeholders.** By having the right culture, people and processes in place, we will deliver this successfully.

### The way we'll achieve this goal is to:

- Embed a culture that:
  - recognises the importance of quality throughout the whole organisation
  - sets clear expectations for employees, linked to delivering value and
  - encourages continual improvement through benchmarking, adopting best practice, developing our capabilities and learning from quality events.

Develop partnerships with customers, suppliers, regulators and other interested parties to ensure a clear and common understanding of quality expectations and requirements.

Establish robust, efficient processes in a controlled management system, to deliver services and products consistently.

Make sure that our operations always comply with new and changing legal, regulatory and other requirements.

Retain certification to relevant international standards, such as ISO 9001, whilst adopting standards, excellence tools, and continuous improvement to enhance our processes and activities.

### We'll measure our performance using:

- Annual quality targets to monitor achievement of the above objectives.
- Audits and reviews, to monitor conformance with the quality management system across the organisation.
- Task observations, to monitor the effectiveness of the quality management system at the local level.

Signed:

Date: 1st October 2017

Paul Howarth, Managing Director