

This **Quality Policy** is an essential part of our company policy.

Quality is the key to customer satisfaction. No other single element of our business is as important to our customers and our stakeholders, to our reputation and to our prosperity. It must never be compromised and will be improved continuously. Our company will consistently provide products and services that meet or exceed the requirements and expectations of our customers, applicable codes and legal requirements.

Praesidiad Ltd and its employees are committed to do this by:

1. **Customer satisfaction** is monitored and evaluated by measuring results through feedback and interactions on an ongoing basis.
2. A practical and effective **ISO 9001 certified Quality Management System** is implemented, maintained and monitored for continuing suitability & best practice.
3. **Customer requirements** are translated into product and service specifications and further down into well-controlled operational process parameters.
4. **Change projects and new product development** are realized in a market driven, focused and structured way.
5. Tracking **key performance indicators** and taking appropriate corrective actions with focus on customer requirements.
6. **Key competences** are identified. Each employee is regularly informed and trained to improve competences and increase quality awareness.
7. The Management provides the necessary **resources** to realize the Quality Objectives.
8. Optimizing costs through **maximizing productivity**.
9. Requiring and encouraging **suppliers and other stakeholders** to apply the same principles.

