

Proeon Systems is committed to providing superior service in the field of engineering consulting and control systems design, to meeting and exceeding the expectations of our customers, by continually reviewing and improving our business management system, process and procedures.

**Proeon Systems has set itself the following overall quality performance objectives:**

1. To deliver all projects within the agreed contract time
2. To deliver all projects within or under budget
3. To meet the clients exact requirements every time

Our business management system contains all the procedures and associated documentation to meet these objectives, to manage and control our business, and provides the framework to set further specific quality objectives. It meets the requirements of **ISO 9001:2015**, is available to all staff, and is designed to ensure that:

- All work is carried out consistently to a defined standard
- We have the skills and resources to fulfil our customer and other applicable requirements
- Our staff are fully trained and involved in quality improvement
- We only use services and suppliers that meet our own quality assurance standards
- We always maintain a professional and ethical approach to customers and suppliers
- Any complaints are dealt with efficiently and within an acceptable time period

**As individuals, we all must:**

- Be pro-active in promoting quality
- Follow procedures and standards at all times
- Be fully involved in continual improvement

A copy of this policy statement shall be made available to all staff, sub-contractors and stakeholders and will be reviewed and revised when necessary to take account of our strategic direction, changing conditions, audit findings and feedback from the company's customer base.

Richard Miller  
**Managing Director – Proeon Systems Ltd.**