

## 1. Quality Policy

At TECHT, we are committed to delivering professional outputs at the highest standard of corrosion engineering in our consultancy services; that consistently meet and exceed our clients' expectations. We achieve this through a rigorous approach to quality management, which emphasises thorough assessments, innovative solutions, and continually improve our quality management system, processes, products and services. Our expertise spans across various industries, ensuring tailored, effective, and reliable corrosion mitigation strategies for each project we undertake. We aim to ensure statutory and regulatory requirements are determined, understood and consistently met.

### 1.1 Our Mission and Vision

We aim to deliver industry leading, comprehensive and effective solutions to assist prevention and manage corrosion. We aim to contribute to the wider corrosion management industry body of knowledge through undertaking quality research and information transfer activities. All outputs aim to provide clients with high-quality technical expertise and services, for which they are 'delighted'.

### 1.2 Strategic Direction

- To understand, define and meet agreed customer, employee, community and other stakeholder needs, expectations and requirements.
- To ensure customer satisfaction, and to generate repeat business.
- To create a fair return on investment.

To do this, we will (within our authority and ability to control and influence):

- Define our work processes and ensure that they are effective. We will do this by ensuring the processes are adequately resourced and our people are competent to deliver them.
- Comply with all legal and other requirements that apply to our businesses.
- Innovate and continually improve our processes, products and services.
- Define measurable business objectives that will deliver this Policy.
- Verifying that this Policy and its supporting systems are effective in achieving our business objectives by conducting planned audits and reviews.



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