

## Quality Management Statement

Charter Tech is committed to meeting all our customers' requirements obtaining the highest levels of their satisfaction.

In pursuance of these goals, we will:

- Provide defect free products & services.
- Provide these products & services on time, and in strict conformance with the company's quality specifications based upon the recommendations and requirements of ISO 9001:2015.
- Provide these products & services in accordance with other applicable statutory and regulatory requirements.



In support of this commitment, we will:

- Regularly review our quality objectives.
- Regularly review the quality systems' continuing suitability so that it is fit for purpose.
- Strive to continually improve the system.

Charter Techs' management team will uphold these quality objectives, and ensure that this policy is understood, implemented, and maintained at all levels in the organisation.

Effective implementation of this quality policy requires that all members of staff are aware of their responsibilities for the quality assurance of our products and services. This will be achieved through active engagement with our management systems. Where necessary, the company will provide training and support, to assist colleagues in discharging their responsibilities.

