



Quality Policy

Quality Policy Statement

Quality is integral to all our working practices and critical to the success of our business. ATC Systems Ltd is committed to providing products and services that consistently meet customer requirements and expectations whilst maintaining compliance with applicable statutory, regulatory, legislative and contractual obligations. We recognise that quality management is fundamental to customer satisfaction, business performance and continual improvement.

ATC Systems Ltd specialises in the design, production, commissioning and maintenance of electrical switchgear, control panels and Building Energy Management Systems (BEMS), and this policy applies to all activities undertaken within our Quality Management System.

Commitment to Quality

Quality is integral to all our working practices and critical to the success of our business.

ATC Systems Ltd is committed to:

- Providing high quality products and services.
- Meeting customer requirements and expectations.
- Delivering projects right first time where possible.
- Promoting a culture of quality throughout the organisation.
- Maintaining and continually improving the effectiveness of the Quality Management System.
- Monitoring performance and implementing improvements where required.

Customer Focus

ATC depends on its customers and is committed to supplying them with high quality products and services that conform to the customers' requirements.

To achieve this, ATC Systems Ltd will:

- Understand customer requirements and expectations.
- Respond effectively to customer needs.
- Monitor customer satisfaction.
- Maintain high standards of service delivery.
- Address customer feedback and complaints appropriately.
- Use customer feedback to support continual improvement.

Customer Relationship Management



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ATC shall seek to develop mutually beneficial relationships to improve quality leading to greater reliability, enhanced services and increased efficiency.

ATC Systems Ltd will:

- Engage openly with customers and suppliers.
- Promote collaboration throughout the supply chain.
- Develop long-term business relationships.
- Encourage continuous improvement from suppliers and subcontractors.
- Share relevant information to enhance performance and service quality.
- Foster partnerships that contribute to improved customer satisfaction.

Leadership

Senior management are committed to maintaining compliance with all statutory, regulatory, legislative and contractual requirements. They shall provide an internal environment in which all our employees can become fully involved in achieving the Company's quality objectives.

Senior Management will:

- Demonstrate leadership and commitment to quality.
- Promote a culture of continual improvement.
- Ensure adequate resources are available.
- Establish measurable quality objectives.
- Support employee development and competence.
- Review the effectiveness of the Quality Management System.
- Ensure communication of quality requirements throughout the organisation.

Employee Involvement

ATC Systems Ltd recognises that the involvement of employees at all levels is essential to achieving quality objectives and continual improvement.

The Company will:

- Encourage employee participation in quality improvement activities.
- Provide appropriate training and development.
- Promote awareness of customer requirements.
- Encourage employees to identify opportunities for improvement.
- Support teamwork and collaboration across all functions.

Employees are expected to:



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- Follow documented procedures and processes.
- Maintain quality standards.
- Report non-conformities and quality concerns.
- Contribute to continual improvement initiatives.

Process Approach

We will manage our activities and associated resources as a series of planned processes to produce the highest quality product or service, all at the right time with minimum wastage, while seeking to maximise efficiency. Our individual processes will be structured into a documented Quality Management System which meets the requirements of ISO 9001:2015.

ATC Systems Ltd will:

- Define and manage business processes.
- Monitor process performance.
- Ensure responsibilities and authorities are clearly defined.
- Maintain documented information necessary for effective operation.
- Review processes to identify improvement opportunities.
- Promote consistency and efficiency throughout operations.

Risk-Based Thinking

ATC Systems Ltd recognises the importance of identifying risks and opportunities that may affect the quality of products and services, customer satisfaction and business performance.

The Company will:

- Identify and evaluate risks and opportunities.
- Implement appropriate control measures.
- Consider risks when planning activities and projects.
- Review risks as part of management review processes.
- Encourage proactive problem solving and improvement.

Continual Improvement

We are committed to the continuous improvement of our products and services, and to the effectiveness of the QMS. We will set clear quality objectives and monitor our progress towards their successful achievement.

Quality objectives may include:



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- Improving customer satisfaction.
- Enhancing project delivery performance.
- Reducing non-conformities.
- Improving efficiency and productivity.
- Developing employee competence.
- Improving supplier performance.

ATC Systems Ltd will continually improve through:

- Performance monitoring.
- Internal audits.
- Customer feedback.
- Employee suggestions.
- Corrective actions.
- Management review.

Corrective Action and Non-Conformity Management

ATC Systems Ltd is committed to addressing non-conformities and preventing recurrence.

The Company will:

- Identify and investigate quality issues.
- Determine root causes where appropriate.
- Implement corrective actions.
- Monitor the effectiveness of corrective actions.
- Share lessons learned throughout the organisation.
- Use findings to support continual improvement.

Accreditation

Our Quality Management System is externally audited by A Cube TIC Ltd and has been certified as meeting the requirements of ISO 9001:2015.

ATC Systems Ltd is committed to maintaining this certification and continually improving the effectiveness of the management system.

Monitoring and Review

The effectiveness of the Quality Management System and this policy shall be monitored through:

- Internal audits.



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- External certification audits.
- Management review meetings.
- Customer feedback.
- Performance indicators.
- Corrective action reviews.
- Quality objective monitoring.

This policy shall be reviewed:

- Annually.
- Following significant organisational changes.
- Following changes in legislation or standards.
- Following significant quality issues.
- Where opportunities for improvement are identified.

Signed: 

Craig Blair Managing Director

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