

# Quality Policy Statement



At SPE quality is at the heart of everything we do. Our vision is to be recognized as a leader in providing exceptional standards and delivering projects that exceed client expectations while meeting project deadlines.

We strive for a 'right first time' philosophy, by adopting a Suitably Qualified and Experienced Personnel (SQEP) approach to ensure that all work is undertaken, checked and approved by suitably competent personnel. All of our engineers have extensive experience within complex, multi-disciplinary industries, and they understand the importance of rigorous design practice and high-quality documentation. All documents produced by SPE are subject to a rigorous checking procedure, by degree qualified, chartered electrical engineers.

SPE believes that this approach benefits all parties involved, as it improves client satisfaction, reduces work recycle and ultimately leads to lower costs and repeat business. Our engagement with quality is championed at the highest levels and shared by all employees. At SPE we don't believe in making promises to meet unachievable goals, or schedule dates if it means compromising on quality, and seek to fully engage with our Clients to ensure that their project requirements are fully understood.

At SPE we maintain our commitment to delivering quality by through the following principles:

- Providing clear leadership by our Directors in maintaining a rigorous quality system.
- Adopting a 'right first time' design approach.
- Ensuring all work is carried out by suitably qualified and experienced staff.
- Understanding our Clients' needs and expectations.
- Endeavoring at all times to maximize client satisfaction with the services provided by SPE.
- Carrying out QA audits and Technical audits on our projects.
- Undertaking continuous improvement of our internal processes.
- Maintaining a clear commitment to Health, Safety and the Environmental issues.
- Adopting industry best practices

A handwritten signature in blue ink, appearing to read 'Steve Sommerville', is written over a light blue horizontal line.

**Steve Sommerville**

Director

December 2015