TDC (Aberdeen) Limited
Bankhead Industrial Estate
Bankhead Avenue, Bucksburn
Aberdeen AB21 9ET

Electrical, Mechanical and Electronic Engineering

Quality Policy

TDC (Aberdeen) Ltd supplies a range of electrical, mechanical and engineering services, both on and off-site. It is TDC (Aberdeen) Ltd's policy to fully meet our customers' requirements and expectations, and to comply with statutory and regulatory requirements. We aim to achieve the highest level of customer satisfaction and be the supplier of choice for all our products and services. In order to achieve this objective, the company operates a Quality Management System (QMS) according to the principles of BS EN ISO 9001:2015 +A1 2024, BS EN ISO/IEC 80079-34:2020 and BS EN ISO/IEC 17025:2017 and is committed to ensuring resources are available and to continually review and improve the effectiveness of the system.

This desired continual improvement is achieved by setting company Quality Objectives and Targets with progress being constantly monitored.

The company's primary objectives are:

- To maximise the effectiveness of our systems and operations, through IR log quality action area records.
- To maximise business performance and efficiency, e.g. on time deliveries.
- To achieve continual performance improvement, through measurement of customer complaints, re-works and warranties.

Secondary objectives are identified at Annual Management Review Meeting.

Production processes and controls have been designed to ensure that our objective of satisfying our customers is routinely achieved. Processes are continually reviewed and improved, where possible. To review the Company's Quality Management System, a management review is planned to take place within a twelve-month period (not exceeding fourteen months).

The company's aim is that all staff should be competent to carry out the tasks required of them and as such, competence is regularly checked and confirmed. Refresher and additional training is provided where necessary identified through competency and training reviews.

The Quality Manual mentions the scope of the company, describes the method of complying with our quality policy and provides direction to supporting procedures. Compliance with its provisions is an obligation upon all staff.

The Managing Director bears the responsibility for implementing and maintaining this Quality Policy at all levels throughout the Company.

The quality policy will be reviewed annually.

Karen McNeil
Director
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