

# QUALITY POLICY

1. Ludlum Systems Ltd considers the Quality aspects of the business to be of greatest importance; only services leading to lasting customer satisfaction will be deemed compliant with our Quality System.
2. Ludlum Systems Ltd aims are to meet Customer requirements, and as a result of this, the Company maintains a Quality System accredited in accordance with **BS EN ISO 9001:2015** as part of an Integrated Management System.
3. The Management Team at Ludlum Systems Ltd take executive responsibility for the quality of its products and services, and implement this quality policy across the business, from the management team through to all employees, suppliers, and sub-contractors.

Quality Objectives are set out by the Management Team and the means by which they are measured is determined on an ongoing basis. These Quality Objectives are documented and reviewed at the annual Management Review Meeting as part of the company's Integrated Management System (IMS).

- 4 Management practices and employee work activity will, without exception, promote on-time delivery of products and services to our customers. These are in conformance with our customers' requirements and are competitively priced. In addition, Ludlum Systems Ltd is committed to a policy of continuous improvement in the quality of its products and services. The principle of Continuous Improvement is addressed at the annual Management Review Meeting and measurement of this improvement will be established within the Quality Procedures. In addition, Ludlum Systems Ltd is committed to a policy of continual improvement and meeting applicable requirements.
- 5 Ludlum Systems Ltd requires and expects our supply chain (i.e. suppliers and sub-contractors) to adhere to stringent quality requirements. We operate an approved supplier / sub-contractor process whereby our supply chain is required to conform to standards that are defined and flowed down to them within the various documents issued during the approval process.
- 6 Quality System documentation will be prepared accurately and adequately to describe the application of the Quality programme, in concise documents readily available to all personnel with regard to their respective areas of activity.
- 7 The requirements of the Quality programme shall be fully applied by all Company personnel and will ensure that all records of activity and processes are maintained.
- 8 This Statement will be reviewed at the annual Management Review Meeting to ensure continued suitability.



Dr Paul Read  
Managing Director  
29<sup>th</sup> July 2024