

Quality Policy



Tag Guard Ltd T/A Tag Systems are suppliers of specialist wireless alarm, CCTV, fire detection & access control security systems and monitoring services to a range of locations including building, construction, infrastructure projects and void property sites across the UK. Additional services of vehicle tracking and Lone worker security are also supplied.

It is the objective of Tag Guard Ltd to supply services and products to our customers of the highest quality achievable having regard to the need to be economically competitive in the chosen market sector. We will measure our performance in meeting the customer's requirements and work to continually to improve the services we provide.

In order to achieve this objective, it is the policy of Tag Guard Ltd to maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

In particular, the management will:

- Remain committed and continually engage with the management systems
- Consider the needs of interested parties, internal and external issues.
- Monitor customer satisfaction and set objectives for continuous improvement
- Regularly monitor and review the achievement of our business objectives in the areas of security system monitoring and maintenance, performance of response services , management of production and inventory, and finance
- Ensure the availability and competence of the support resources for the core processes

Management will set, monitor and measure the effectiveness of our business processes, company objectives and customer satisfaction through our Management Reviews and Internal Audit Processes.

All of our staff shall be made aware of our Quality Policy and be appropriately trained in order to effectively implement our Quality Management System.

The achievement of quality and continuous improvement is fundamental to all activities carried out within our company and must be practised by all employees as an integral part of their daily work.

We recognise that we may not always achieve our own standards. When a customer complains we are committed to investigating the complaint and will do our best to put right all justified complaints.

The company is committed to achieving customer satisfaction by the use of quality procedures which will be operated to meet or exceed the requirements of ISO 9001:2015

Signed

Date 1st August 2019