# QUALITY POLICY

**Policy Statement**

At Thames Side Sensors Limited, we are committed to delivering high-quality weighing and force measurement components and solutions that meet or exceed customer expectations while complying with all applicable statutory and regulatory requirements.

Our products include load cells, dedicated mounting accessories and associated electronics, which are combined to create tailored solutions for our customers' weighing and force measurement needs.

Our objectives are to:

- **Ensure customer satisfaction** through reliable, accurate and durable weighing and force measurement solutions delivered professionally and with care.
- **Maintain compliance** with ISO 9001 and relevant industry standards.
- **Promote continuous improvement** in our processes, products and service.
- **Empower employees** through training, engagement, and a culture of quality.

We achieve this by implementing and maintaining an effective **Quality Management System (QMS)**, monitoring performance, and setting measurable quality objectives.

**Responsibilities**

- **Managing Director**: Approves and endorses the Quality Policy, ensures resources are available for QMS implementation.
- **Quality Manager**: Maintains the QMS, monitors compliance and reports performance to top management.
- **Department Heads**: Ensure departmental processes align with QMS requirements and quality objectives.
- **All Employees**: Understand and apply the Quality Policy in their daily activities, contributing to continuous improvement.

**Communication**

This policy is communicated to all employees, displayed prominently within our facilities and made available to interested parties on request.

**Review Frequency**

The Quality Policy shall be **reviewed annually** or sooner if significant changes occur in business operations, customer requirements, or regulatory obligations.

Approved by: Jean-Pierre Gale
Position: Managing Director
Date: 27th November 2025

*Note: Thames Side Sensors reserves the right to amend this policy at any time without prior notice.*