

# Quality Management

A considerable amount of effort goes into ensuring that TET and its employees provide the highest quality service to our customers.

Our Managing Director conducts an annual employee survey, the results of which shape our decisions. Our open-plan office reflects our open culture. With every management team member available and visible, information flow and team spirit are second to none; any issues are dealt with and resolved quickly.

Four aspects of our quality management have a direct and positive impact on TET customers:

## **Internal Procedures**

We have an extensive set of documented procedures covering all aspects of service delivery that have been refined and improved since our quality system was formally recognised as ISO 9001-compliant in 2000.

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## **Solutions and Projects**

We ensure that your criteria for accepting a solution or project are captured and understood at the outset, and quality means TET meets these criteria when the solution is delivered or the project is closed.

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## **External Accreditation**

Our quality system and procedures are approved to ISO 9001 by Lloyds Register Quality Assurance, and their ongoing surveillance visits provide independent verification that TET continues to meet the requirements of this exacting standard.

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## **Customer Surveys**

Telephone-based customer satisfaction surveys are carried out regularly, and we invite all customers to share their views on TET with us. This information is fed into the management review of our quality system. Where action is required due to comments received on the completed survey, this is passed to the relevant manager for action.

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We greatly value our customers' comments, and be assured that our management team actively considers all comments and suggestions.

**Signed:** Martin Bance – Operations Director

**Dated:** January 2024