



Quality Objectives

To retain registration to ISO9001: 2015.

To retain BAFE SP101 and SP203 registration.

To complete 90% of planned service activities in the month they are due +/- 1 month.

To meet 8 hour response to fire alarm callouts.



Quality Policy

SFS is committed to understanding the needs and expectations of our customers and satisfying these needs with appropriate cost-effective solutions.

This will be achieved through the active participation of all employees in the implementation, maintenance and continual improvement of a quality management system, which complies with regulatory and statutory requirements as well as recognised Quality System Standards.

We will set objectives and targets, measure and review performance and achieve a programme of continual improvement by ensuring that risks and opportunities that can affect conformity of products and services are determined and addressed.

We will at least annually, review our policy within the context of our organization and if required make changes. This policy will be communicated to all internal staff and also made available to interested parties.