

Business Management Policy

Detectronic specialises in the design, manufacture, marketing, sales, hire, installation and maintenance of electronic monitoring and data logging equipment and the analysis of the resulting data. The company is committed to excellence and exceeding the requirements of its customers and regulators in all aspects.

To help achieve these key objectives we operate a Business Management System (BMS) in accordance with the requirements of ISO 9001:2015 & ISO 14001:2015. Manufacturing is carried out following the ATEX Directive and ISO/IEC 80079-34:2018 and where applicable other international standards. We carry out service and repairs to our certified products following BS EN 60079-19:2019 and BS EN 60079-11:2012 and where applicable other international standards.

The Company is committed to:

- Ensuring that customer needs and applicable statutory and regulatory requirements are determined, understood and adhered to.
- Continuous improvement of the BMS by ensuring the risks and opportunities which can affect the quality or conformity of products and services are determined and addressed and the focus on enhancing customer satisfaction is maintained without disproportionately increasing our environmental impact.

Senior management shall:

- Ensure the effectiveness of the BMS
- Ensure that the policies and objectives established for the BMS are compatible with the context and strategic direction of the Company
- Promote the use of a process-driven approach and risk / opportunity based thinking
- Ensure that the resources needed for the business are available; including recruitment, training, support and encouragement
- Communicate the importance of effective, integrated business management and conformance with BMS requirements
- Ensure that the BMS achieves its intended results through regular auditing, reviews and corrective actions
- Promote opportunities for personal and process improvement
- Support all management roles through appropriate leadership as it applies to relevant areas of responsibility
- Establish partnerships with clients, suppliers and interested parties to provide an improved service
- Minimise waste and energy consumption by evaluating operations and ensuring they are as efficient as possible
- Promote the reduction of our potential environmental impact at all stages of the design and improvement of our product range.

Employees shall:

- Know and understand the Business Management Policies from induction and through on-going business communication
- Be aware of the relevance and importance of their activities and how they contribute to the achievement of the business objectives
 - Ensure non-conformities controlled by the business are closed within four weeks
 - Improve Carbon Footprint
 - Ensure continuation of '0' environmental spills/incidents
 - Establish a benchmark MPG for the fleet with a view to future reductions
 - Increase customer satisfaction interaction
 - Increase the understanding in the importance of data collection to ensure clear KPIs are captured and communicated within departments
- Comply with the requirements of the BMS
- Provide feedback or ideas about the BMS
- Report any non-conformities and customer complaints

This Business Management Policy is communicated to all employees and organisations working for us or on our behalf with the expectation that they will fully co-operate and assist with its implementation.

Signed



Steve Woods
Managing Director

Signed



Dave Walker
Commercial Director