



QUALITY MANAGEMENT SYSTEM

Quality Policy

SC Group is a holding company for a number of international businesses with offices in the UK and Australia. Within the UK, we operate from principle sites in Dunkeswell/ Devon, Blackhill/ Devon, Proteum/ Hampshire. We provide Design, Manufacture & Through Life Support to the defence, civilian, marine, renewable energy and nuclear power industries.

Quality is important to our business because we value our customers as well as all other stakeholders. We strive to provide our customers with products and services which meet and exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System in accordance with ISO 9001:2015 which provides a framework for continuously measuring and improving quality performance.

We have the following policies and procedures in place to support us in our quality goals and align with our quality system:

- Gathering and monitoring of customer feedback
- A corrective and preventative action procedure
- Selection and performance monitoring of our supply chain
- Continuous training and development of employees
- Regular quality audits of our internal processes
- Measurable quality objectives which reflect our business aims
- Management reviews of audit results, customer feedback and complaints

Objectives

Targets

- | | |
|--|---|
| • Audits to schedule | Audits to be conducted within 25% of planned date |
| • (Supacat Only) Customer complaints | < 5% customer complaints against goods supplied |
| • Supplier defective material reports | 98% of supplied goods are correct |
| • (Proteum Only) Monthly OXE warranty failures | Less than 20% of engines currently in service |

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees.

Top Management has ultimate responsibility for Quality, but we ensure all employees understand their responsibilities within their own areas of work to help ensure that Quality is embedded within the whole company.

The policy review date is Feb 2025

Signed: *Nicholas Ames* **Nicholas Ames, CEO**

Date: *1 February 2024*

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