



# CHAMELEON™

## TECHNOLOGY

### Quality Policy

The objective of Chameleon Technology (UK) Limited is to develop bespoke in-home displays and related feedback and awareness products for the global smart meter market and to supply these products and services in such a way as to consistently satisfy the needs and expectations of its customers.

In order to achieve the quality objectives, the company will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

### Quality Statements

The company will:

- Achieve and maintain a level of product quality which enhances the Company's reputation with customers. Objective Target REC004 REF 5 & 6
- Monitor the effectiveness of its business processes and objectives through Management Reviews. Objective Target REC004 REF 13
- Monitor customer satisfaction and proactively seek feedback from customers on how well its products/services meet their requirements. Objective Target REC004 REF 7 & 14
- Monitor customer contract deliverables to ensure key KPI's are monitored and met. Objective Target REC004 REF 8, 9, 10, 11
- Analyse the causes of any complaint or problem and take appropriate action to prevent recurrence. Objective Target REC004 REF 7
- Analyse the causes of any product return and take appropriate action to prevent recurrence. Objective Target REC004 REF 6
- Provide a work environment that promotes the well-being of its employees. Objective Target REC004 REF 1,2,3,4
- Encourage all employees to identify problems and make suggestions to improve all aspects of the company's products/services and business processes. Record any suggestions in the Improvements Log. Objective Target REC004 REF 14
- Ensure that all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System. Objective met by TEM003 Training Record update. TEM007 Employee Checklist update
- Ensure that the company's products comply with all necessary regulatory and legal requirements. Objective Target REF 12

The continual improvement of the effectiveness of the company's Quality Management System is fundamental to the success of its business and must be supported by all employees as an integral part of their employment.

Signed on behalf of Board of Directors:

Mike Woodhall  
Managing Director

## The Directors

Have the responsibility to:

1. Provide ISO 9001 direction and focus as applicable to CHAMELEON business.
2. Ensure that adequate infrastructure is provided to support working environment and achieve quality objectives.
3. Ensure staff or associates who carry out services for or on behalf of CHAMELEON, are selected in line with business, contractual and quality requirements.
4. Ensure periodical internal audits of the quality system are carried out.
5. Conduct management reviews of the quality system.
6. Review staff responsibilities and personal development needs.
7. Continually review and authorise policy, objectives and processes.
8. Nominate the Quality Representative.
9. Define the company structure and organisation.
10. Authorise all purchasing including selection, evaluation and re-evaluation of suppliers.

## The Quality Manager

The Quality Manager's foremost responsibility shall be to the Quality Management System, uncompromised by any other duties.

Have the responsibility to:

1. Develop existing and new Quality processes/procedures in line with ISO 9001 and company requirements.
2. Coordinate and participate in ISO 9001 management reviews.
3. Ensure the Quality Management System is current and operated effectively by all staff.
4. Ensure staff are developed to apply the processes/procedures appropriate to their own responsibilities.
5. Consult with staff where problems with operation of any particular process/procedure are identified along with appropriate action required.
6. Consult with appropriate staff to ensure they are kept informed of any changes to quality processes/procedures.
7. Operate the ISO 9001 Management System and procedures as appropriate to own activities and responsibility's
8. Maintain a controlled copy of the Quality Management System Manual in the companies' computer system.
9. Maintain one controlled hard copy of the Quality Management System Manual all other copies being marked as uncontrolled.
10. Ensure the Quality Management System is fully implemented.
11. Monitor and maintain the effectiveness of the Quality Management System, continually seeking scope for improvement.
12. Promote awareness of quality principles and the need to achieve total client, both within the company and to any persons conducting work for or on behalf of the company.

13. Check the action log weekly to ensure all actions are being solved and all persons with actions are fully aware and understand them.
14. Liaise with external assessor/awarding body to arrange audits and clarify requirements.
15. Respond to internal or external audit requirement.
16. Review the action log to check implication on Quality system and action accordingly.
17. Ensure the training needs of staff are identified and addressed in relation to the Quality Management System.
18. Ensure the Quality Management System enables compliance to all current legislation and any other requirements.