

**SWITCHED ON
SOLUTIONS LTD**



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QUALITY POLICY

Switched On Solutions Ltd. provides exceptional structured cabling, communications infrastructure, and electrical services to the telecoms, broadcast, data, and wireless industries across the UK and EMEA.

Our mission is to deliver safe, reliable, and efficient solutions, every day of the year, that consistently meet or exceed the quality expectations

COMMITMENT TO CUSTOMER SATISFACTION

We place customer needs at the heart of our operations. By listening proactively, managing expectations clearly, and maintaining transparent communication, we resolve issues swiftly, aligning with our reputation for excellent communication and going the extra mile when urgency demands it.

PROCESS-BASED MANAGEMENT & CONTINUAL IMPROVEMENT

In line with ISO 9001:2015, we define, monitor, and refine our processes—from design and installation through verification, documentation, and handover. We promote a culture of continual improvement through employee involvement, performance metrics, root-cause analysis, and Management Reviews.

COMPETENT AND EMPOWERED TEAM

Our highly skilled engineers, specialising in copper, fibre, containment, coax, wireless, CCTV, and door control systems, are central to our success. We invest in their training and

certification, ensuring they maintain competence, adhere to safety standards, and deliver quality consistently.

AVAILABILITY, RESPONSIVENESS & RELIABILITY

Operating 24 hours a day, 364 days a year, we commit to swift, effective responses to client requirements—even under challenging conditions or urgent deadlines.

RISK-BASED THINKING & OBJECTIVE SETTING

We identify, assess, and manage risks related to quality, safety, and client satisfaction. Quality objectives—such as first-time-right install rates, on-time delivery, and corrective action closure—are set, tracked, and reviewed regularly to drive improvement.

SUPPLY CHAIN COLLABORATION & COMPLIANCE

We work with suppliers and partners who share our commitment to high standards of quality, safety, and professionalism. We ensure alignment through clear criteria, assessments, and performance feedback.

COMPLIANCE & LEGAL OBLIGATIONS

Our operations observe all relevant legal, regulatory, and contractual obligations. We integrate quality considerations with our ISO 14001 environmental obligations, ensuring an efficient and compliant Integrated Management System.

POLICY REVIEW

This Quality Policy is formally endorsed by the Director and is communicated to all staff, clients, and stakeholders. It is reviewed periodically to ensure continued suitability, relevance, and alignment with our strategic goals and stakeholder expectations.

Approved by: LUKE MOCHRIE

Signed:

A handwritten signature in black ink, appearing to be 'L. Mochrie', written over a horizontal line.

Date: 19th August 2025