



## QUALITY POLICY

**The Quality Management System implemented within SATRA Technology Centre Limited and SATRA Technology Services (Dongguan) Limited is fundamental to our success in meeting both quality and business objectives**

**SATRA's Executive and Management are committed to:**

- 1) Providing high quality testing and calibration services that consistently satisfy or exceed our customers' requirements;
- 2) Ensuring that best professional practise is always maintained;
- 3) Ensuring that SATRA meets its statutory and regulatory commitments;
- 4) Ensuring that SATRA's testing and calibration services fully comply with ISO/IEC 17025: 2017;
- 5) Continually improving the quality of the services that SATRA delivers;
- 6) Providing the resource and training necessary to deliver the above.

**All testing and calibration staff are required to:**

- 1) Familiarise themselves with the quality documentation;
- 2) Implement the policies and procedures in their work.

**All members of staff, but particularly those concerned with testing and calibration activities, have an influence on the quality of SATRA's standard of service.**

**Feedback to senior management on areas for improvement is actively encouraged.**

A handwritten signature in black ink, appearing to read "John Hooker".

**John Hooker  
Chief Executive**

**Dated: January 2024**